

MB-240^{Q&As}

Microsoft Dynamics 365 Field Service

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QUESTION 1

You need to set up a new mobile warehouse for a technician and add inventory to the warehouse.

Which three entities, when updated, will also update the warehouse inventory? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Adjustments
- **B.** Agreements
- C. Work Order Products
- D. Purchase Order Receipt Product
- E. Work Order Services

Correct Answer: ACD

QUESTION 2

You are a Dynamics 365 for Field Service scheduling coordinator.

When you select the Book button on a work order, TechnicianA never shows up as available.

You need to update the system to see TechnicianA\\'s availability.

What should you do?

- A. Set Enable for Availability Search to Yes on the TechnicianA bookable resource record.
- B. Set Ignore Proposed Bookings to Yes on the Schedule Assistant view.
- C. Set Real Time Mode to Yes on the Schedule Assistant view.
- D. Set Display on Schedule Board to Yes on the TechnicianA bookable resource record.

Correct Answer: A

References: https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/set-up-bookable-resources

QUESTION 3

You are implementing Microsoft Dynamics 365 Field Service for a health care institution. Each day, the institution receives a large number of appointment requests for pediatricians.

You have the following requirements:



create a daily schedule for pediatricians with a frequency of 30 minutes for each slot.

provide a full-day schedule with start times and end times.

Solution: You create a fulfillment preference with interval details with a duration of 30 minutes for the whole day, associate it to a requirement, and then book the requirement with the schedule assistant.

Does this meet the goal?

A. Yes

B. No

Correct Answer: B

QUESTION 4

You are configuring work orders for technicians to complete the onsite service.

When a work order is completed, the customer needs to receive an invoice for the labor charge time spent by the technician to complete the service.

Which option should the technician use to enter their time spent?

- A. Work Order Service
- B. Field Service Product Type as Non-Inventory
- C. Field Service Product Type as Inventory
- D. Work Order Resource Booking

Correct Answer: A

QUESTION 5

Your company recently implemented Microsoft Dynamics 365 Field Service. You helped set up and configure the required components to ensure that a work order can be created and completed successfully.

One of the dispatchers reports to their manager that the duration in the work order is missing.

You need to ensure the duration is rolled-up to the work order duration.

Which component must you configure?

- A. Estimated Duration in Service Task
- B. Hourly Rate of the Resources
- C. Pricing in Product / Service



D. Start Date and End Date in Service Task

Correct Answer: A

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