

# MB-240<sup>Q&As</sup>

Microsoft Dynamics 365 Field Service

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### QUESTION 1

You are entering products and services into Dynamics 365 CE Field Services.

You need to ensure that your field technicians can use the products when completing work orders.

Which two field service product types should you configure to allow your technicians to add work order products? Each correct answer presents a complete solution.

- A. Product
- B. Non Inventory
- C. Inventory
- D. Service

Correct Answer: BC

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### QUESTION 2

You are implementing a Microsoft Dynamics 365 Field Service solution for a client. The client is overwhelmed with all the options available in the site map.

The client wants one group called "My Work" with work orders, schedule board, accounts, contacts, and assets included.

What should you do before saving and publishing the model-driven app?

- A. 1. Navigate to the app designer.

2.

Select Use existing solution to create the app.

3.

Remove all groups and areas other than "My Work."

- B. 1. Navigate to the app designer.

2.

Select the site map designer.

3.

Remove all areas other than "My Work."

4.

Add work orders, schedule board, accounts, contacts, and assets.

C. 1. Create a new model-driven app.

2.

Select Use existing solution to create the app.

3.

Select the Field Service site map.

D. 1. Create a new model-driven app.

2.

Select the site map designer.

3.

Add sub-area work orders, schedule board, accounts, contacts, and assets to "My Work."

4.

Remove all other groups and areas.

Correct Answer: D

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### QUESTION 3

Your customer wants to update compressor temperature information in an external system called Maximo.

The update in the external system should happen if the compressor temperature reading is above 107 degrees, while the technician is performing onsite repairs.

What is the most efficient way to perform this task systematically?

A. Create Dual Write integration logic to update Maximo when the temperature reading entered is greater than 107 degrees.

B. Create a Business Process Flow on the booking to update Maximo when the temperature reading entered is greater than 107 degrees.

C. Create a Power Automate flow to update Maximo when the temperature reading entered is greater than 107 degrees.

D. Create a Business Process Flow on the work order to update Maximo when the temperature reading entered is greater than 107 degrees.

Correct Answer: D

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### QUESTION 4

You are a Dynamics 365 for Field Service Administrator.

You need to add two compressor sub-components to one of the refrigerator customer assets, in the environment and set up the sub-components for the customer asset.

What must you do to properly set up the assets?

- A. Add the compressor sub-components as sub-assets on the refrigerator customer asset record.
- B. Click View Hierarchy on the refrigerator customer asset record.
- C. Set the Master Asset on the sub-components to the refrigerator Customer Asset record.
- D. Add the compressor sub-components as customer asset records.

Correct Answer: A

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#### **QUESTION 5**

You are the lead consultant on a Microsoft Dynamics 365 Field Service implementation.

Your customer is interested in seeing an example of how IoT works with Field Service.

Without an actual device, what is the best tool to use to provide the best experience for your customer?

- A. Simulator
- B. Logic Apps
- C. IoT Hub
- D. Stream analytics

Correct Answer: A

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