

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

Microsoft Dynamics 365 Field Service

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### QUESTION 1

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 2

Contoso Ltd. is looking to improve the up time of their customer assets and also make better repair and maintenance decisions by tracking the service history.

Contoso wants metrics around the service history of each customer asset, including tracking performance for each scheduled maintenance per the service agreement. The metrics need to be displayed in the form of reports/dashboards.

You need to build the service history and achieve the requirements.

Which two actions should you perform? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Add the customer asset on the work order incident.
- B. Add the customer asset on the agreement incident.
- C. Use the audit history of each customer asset.
- D. Use notes and the timeline feature.

Correct Answer: BD

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### QUESTION 3

You are a Microsoft Dynamics 365 Field Service dispatcher using the Scheduling Assistant function.

One of your customers, Adventure Works, does not want one of your resources to be scheduled to work orders going forward. However, this resource must be available to be scheduled for other accounts.

Solution: You create a Requirement Resource Preference record and set the Preference Type to Restricted and select the work order.

Does this meet the goal?

A. Yes

B. No

Correct Answer: B

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#### QUESTION 4

You are a Dynamics 365 for Field Service system administrator.

You are configuring a new instance of Dynamics 365 for Field Service. The organization needs to automatically generate work orders based on agreements, and send invoices on a recurring basis by customer.

Solution: You implement the following configuration changes.

1) Create Agreement 2) Define Agreement Products 3) Set Booking Recurrence 4) Create Invoice Setup 5) Define Invoice Recurrence

Does this meet the goal?

A. Yes

B. No

Correct Answer: B

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#### QUESTION 5

You implemented Microsoft Dynamics 365 Field Service for an electronics company.

The technician reports that they are unable to view the customer asset hierarchy and the functional location at the customer's location.

? While setting up the Dynamics 365 Field Service mobile app, you assigned the Field Service Resource security role to a technician.

? While working at the customer site, there were some internet connectivity issues and so the technician had to work offline.

Why was the technician unable to view customer asset hierarchy and functional location?

A. The offline profile still needs to be published.

B. The security role assigned needs to be Field Service Admin

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C. The functional location still needs to be assigned to the work order.

D. Internet connectivity is required.

Correct Answer: D

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