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

Microsoft Dynamics 365 Field Service

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**QUESTION 1**

Your company hires a consultant to help them determine the best way to efficiently dispatch the best technicians to customer sites. The consultant suggests that for phase one, your company should use a proficiency model that includes four ratings:

In Training, rating 1 Familiar, rating 3 Proficient, rating 5 Expert, rating 7

You need to evaluate this proficient model.

Which three statements apply to this proficiency model? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

A. This proficiency model would need to be created.

B. This proficiency model can be created even though the ratings numbers have gaps.

C. This proficiency model cannot be created because the ratings numbers have gaps.

D. This information above is all that is needed to create a proficiency model.

E. There are multiple proficiency models available "out of the box" and you must choose one of them.

Correct Answer: ABD

**QUESTION 2**

You are a Field Service resource manager for Contoso, Ltd. and are setting up characteristics for field technicians who are responsible for repairs on rental equipment.

Work performed on certain types of backhones, trenchers, and excavating equipment requires different attributes to be identified for proper work order assignment and scheduling.

Which two characteristics are valid? Each correct answer presents a complete solution.

A. Certification

B. Approval Status

C. Skill

D. Rating Value

Correct Answer: AC

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

**QUESTION 3**

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 4**

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 5**

Your organization uses the Microsoft Dynamics 365 Field Service solution to perform inspections on customer assets.

Recently, technicians made changes to the service task and completed the inspection again. The analytics team reports that they are unable to get the responses in this instance.

You need to troubleshoot the issue.

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Which two actions should you perform to fix this issue? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

A. Enable Deserialization of Inspection Response Flow.

B. Change the Analytics frequency setting to Daily.

C. Set the Analytics frequency to Immediately.

D. Change the Analytics frequency setting to Custom.

Correct Answer: AC

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