

MB-240^{Q&As}

Microsoft Dynamics 365 Field Service

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QUESTION 1

DRAG DROP

There are certain steps a Field Service Manager must take for RMA approval, and then for creating an RMA receipt.

Which steps pertain to RMA Approval and which steps pertain to RMA Receipts? To answer, drag RMA Approval or RMA Receipts to the appropriate steps. RMA Approval and RMA Receipts may be used once, more than once, or not at all.

You may need to drag the split bar between panes or scroll to view the content.

NOTE: Each correct selection is worth one point.

Select and Place:

Answer Area

RMA Approval	Verify RMA products are linked to customer equipment records.	<input type="text"/>
RMA Receipt	Arrange shipping and transportation for the products to be returned.	<input type="text"/>
	Determine if RMA products can be returned to the manufacturer and if a credit must be issued.	<input type="text"/>
	Give the step a name.	<input type="text"/>

Correct Answer:

Answer Area

RMA Approval	Verify RMA products are linked to customer equipment records.	RMA Approval
RMA Receipt	Arrange shipping and transportation for the products to be returned.	RMA Approval
	Determine if RMA products can be returned to the manufacturer and if a credit must be issued.	RMA Approval
	Give the step a name.	RMA Receipt

References: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/process-return>

QUESTION 2

You are working with your customer to define their schedule board.

Your customer needs you to add or create additional views for their scheduling team.

Solution: Create a new view in the Bookable Resource Bookings Views. Then, edit or create a new tab on the schedule board, and update the Requirements Panel with the new view.

Does this meet the goal?

A. Yes

B. No

Correct Answer: A

QUESTION 3

You are working for a heating, ventilation, and air conditioning (HVAC) service organization.

The field technicians in your organization are working in the Microsoft Dynamics 365 Field Service mobile app. The technicians report that they are able to access customer assets, but unable to access functional location and customer asset

hierarchy in offline mode.

You need to ensure technicians can view the functional location and customer asset hierarchy in their mobile app.

What should you do?

- A. Ensure there is internet connectivity in the mobile app.
- B. Add the technicians to the mobile app's offline profile.
- C. Enable asset hierarchy for the mobile app.
- D. Download offline data to the mobile app.

Correct Answer: B

QUESTION 4

You are configuring Dynamics 365 Field Service to create an option to see only a specific set of resources on the schedule board. As part of the system setup, all Resources have been assigned to a territory. You want to create the option to

see only resources that are in Washington territory.

Solution: You filter the Territories in the Filter section of Filter and Map View.

Does this meet the goal?

- A. Yes
- B. No

Correct Answer: A

QUESTION 5

DRAG DROP

You are a Dynamics 365 for Field Service Administrator. All Products have the Convert to Customer Asset field set to Yes.

Some users indicate products on a customer asset are not always becoming a customer asset. Users provide you with three scenarios.

You need to review the scenarios and provide the answers.

What happens to the product for each user scenario? To answer, drag the appropriate solution to satisfy each listed requirements. Each solution may be used once, more than once, or not at all. You may need to drag the split bar between

panes or scroll to view the content.

NOTE: Each correct selection is worth one point.

Select and Place:

Answer Area

- Product is Converted to Customer Asset.
- Product is not Converted to Customer Asset.
- Product is Converted as an Inactive Customer Asset.

- | | |
|---|--|
| Work Order Product is Estimated. Booking is Closed and Work Order is Closed-Posted. | |
| Work Order Product is Used. Booking is Closed and Work Order is Open – Completed. | |
| Work Order Product is Used. Booking is Canceled and Work Order is Closed-Posted. | |

Correct Answer:

Answer Area

- Product is Converted to Customer Asset.
- Product is not Converted to Customer Asset.
- Product is Converted as an Inactive Customer Asset.

- | | |
|---|---|
| Work Order Product is Estimated. Booking is Closed and Work Order is Closed-Posted. | Product is not Converted to Customer Asset. |
| Work Order Product is Used. Booking is Closed and Work Order is Open – Completed. | Product is not Converted to Customer Asset. |
| Work Order Product is Used. Booking is Canceled and Work Order is Closed-Posted. | Product is Converted to Customer Asset. |