MB-240^{Q&As}

Microsoft Dynamics 365 Field Service

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QUESTION 1

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 Booking Setup 3) Set Booking Recurrence 4) Create Invoice Setup 5) Define Invoice Recurrence

Does this meet the goal?

A. Yes

B. No

Correct Answer: A

QUESTION 2

You are Dynamics 365 for Field Service Development Manager.

You need to enable customization development for multiple developers, via the Woodford solution, where customizations can be combined together to complete the development requirements.

What should you create in order to enable this capability?

A. Create a project for each developer, which publishes changes to a master project.

B. Create a project for each developer, using security roles to identify what customizations are available for modification.

C. Create a Dynamics 365 solution for each developer, which publishes changes to the Woodford solution.

D. Create a project for each developer, each within its own Woodford solution.

Correct Answer: A

QUESTION 3

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?

![Pass2Lead](https://Pass2Lead.com)
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

QUESTION 4

DRAG DROP

A new member of your company\\'s scheduling department is learning which scheduling function to use in Dynamics

![Pass2Lead](https://Pass2Lead.com)
365 for Field Service, based on different scenarios.

You need to provide a scheduling matrix to the new team member.

Which scheduling function should be used with each scenario? To answer, drag the appropriate function to the appropriate scenario. Each function 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.

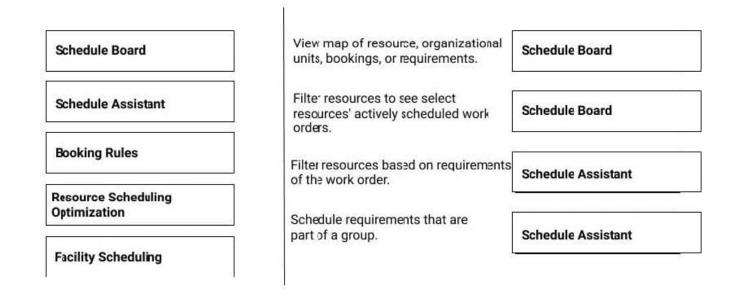NOTE: Each correct selection is worth one point.

Select and Place:

Answer Area

Schedule Board	View map of resource, organizational units, bookings, or requirements.	
Schedule Assistant	Filter resources to see select resources' actively scheduled work orders.	
Booking Rules	Filter resources based on requirements of the work order.	
Resource Scheduling Optimization	Schedule requirements that are part of a group.	
Facility Scheduling		

Correct Answer:

Answer Area

Schedule Board	View map of resource, organizational units, bookings, or requirements.	Schedule Board
Schedule Assistant	Filter resources to see select resources' actively scheduled work orders.	Schedule Board
Booking Rules	Filter resources based on requirements of the work order.	Schedule Assistant
Resource Scheduling Optimization	Schedule requirements that are part of a group.	Schedule Assistant
Facility Scheduling		

QUESTION 5

DRAG DROP

Your company\\'s inventory clerk is using the Returning to Vendor feature in Dynamics 365 for Field Service to process a customer\\'s request to return a wheel that is the wrong size.

The clerk needs to understand the different tracking options for returning to the vendor.

Which actions correspond with track the return and which actions correspond with another return to vendor option? To answer, drag the type of return to the action. Each type or return 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.
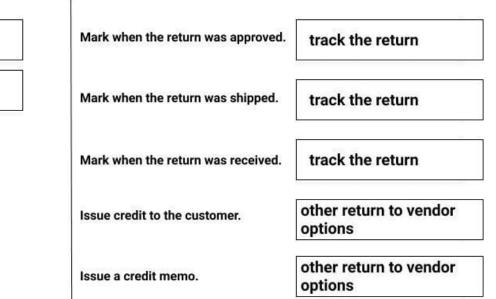
Select and Place:

Answer Area

track the return	
other return to vendor options	

Mark when the return was approved.	
Mark when the return was shipped.	
Mark when the return was received.	
Issue credit to the customer.	
Issue a credit memo.	

Correct Answer:

Answer Area

track the return	
other return to vendor options	

Mark when the return was approved.	track the return
Mark when the return was shipped.	track the return
Mark when the return was received.	track the return
Issue credit to the customer.	other return to vendor options
Issue a credit memo.	other return to vendor options

![Pass2Lead logo](https://Pass2Lead.com)
References: https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/process-return

QUESTION 6

You are Dynamics 365 for Field Service Administrator and work for a manufacturing company. The company provides customers with large power systems for sophisticated data centers. The power systems are serviced by a field engineering

team.

The field engineering team documents work done on repairs and maintenance by completing Work Orders within Dynamics 365.

You need to easily schedule work orders for the field engineering team via the schedule and enable geocoding.

Which two steps must you take to schedule resources via the schedule board and enable geocoding? Each correct answer presents part of the solution.

A. Connect to Maps in Resource Scheduling.

B. Configure the map on the Schedule Board.

C. Set Auto Geo Code Addresses to Yes in Resource Scheduling.

D. Set Auto Geo Code Addresses to Yes in Field Service Settings.

Correct Answer: AD

QUESTION 7

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 accurately capture the cost of work order bookings.

Solution: You implement the following configuration changes:

1) Create Resource Pay Types for regular, holiday, overtime, travel, and breaks.

2) Assign an Hourly Markup percentage to each Resource Pay Type. 3) Assign Resource Pay Types to the applicable Pay Type. 4) Create the Holiday Schedule.

Does this meet the goal?

A. Yes

B. No

Correct Answer: B

QUESTION 8

You are implementing the Microsoft Dynamics 365 Field Service mobile app for an air conditioning (AC) repair company. A field technician installed an AC unit at a customer location and completed the booking.

The technician now needs to create a follow-up work order in order to schedule the first service on the installed AC unit.

What will happen once the follow-up work order is created?

A. The work order will be available for scheduling by the dispatcher.

B. The system will auto-assign the work order to the same technician for a future date.

C. The technician will need to manually assign the work order to the dispatcher.

D. The system will auto schedule the work order to the same technician to begin work immediately.

Correct Answer: A

QUESTION 9

Your organization is planning to implement Microsoft Dynamics 365 Field Service mobile app based on the Microsoft Power Platform.

You need to install this app on a mobile device and test it.

What are the two prerequisites for installing the mobile app? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

A. Ensure the minimum supported version of the Field Service solution is installed.

B. Ensure the user is has the Field Service-Resource security role.

C. Ensure the user is correctly set up in the Woodford solution.

D. Ensure the user is assigned the appropriate Microsoft Power Apps license.

Correct Answer: AB

QUESTION 10

You are a Dynamics 365 for Field Service Administrator. Your organization wants to use Connected Field Service for existing Customer Assets.

You install Connected Field Service and set up Azure IoT Central, but it seems no alerts are being received in Dynamics 365 for the devices.

You need to find the issue and resolve it.

Which action should you choose?

A. Configure the Create CFS alerts from IoT Central Workflow within Dynamics 365.

B. Create the IoT Connected Device connection role to link devices to customer assets.

C. Register the device in Dynamics 365 Connected Field Service.

D. Configure the Create CFS alerts from IoT Central within Microsoft Flow.

Correct Answer: D

References: https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/cfs-iot-central-alerts

QUESTION 11

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 a start time and end time duration of 30 minutes for the whole day, create a requirement group, and book it with the schedule assistant.

Does this meet the goal?

A. Yes

B. No

Correct Answer: B

QUESTION 12

Your company is losing money on some of the work orders they have been completing. They want to implement a pricing policy to stop the losses on work orders.

You have been asked to setup the application, where applicable, to ensure that minimum charges and fees are enforced.

Which two options are available for enforcing the pricing policy? Each correct answer presents a complete solution.

A. Minimum flat fee for work order products.

B. Minimum quantity selling option for work order products.

C. Minimum charge amount for work order services.

D. Minimum charge duration for work order services.

Correct Answer: CD

QUESTION 13

Your customer is asking about metrics to meet Service Level Agreement (SLA) job completion. You need to recommend metrics from the work order summary report that your customer can use. Which two metrics should you recommend? Each correct answer presents a complete solution. NOTE: Each correct selection is worth one point.

A. Mean time to complete

B. Mean time to schedule

C. Mean time to complete by work order type

D. Broken Promise %

E. Mean time to travel

Correct Answer: AD

QUESTION 14

You are a Dynamics 365 for Field Service Mobile customizer.

Your mobile technicians indicate that when in offline mode, they do not have access to the same data set that is available online. Offline mode contains less account and work order data, and users cannot see warehouses.

You need to determine which updates to make within the mobile project so that technicians can see the appropriate information.

Which three actions should you choose? Each correct answer presents a complete solution.

A. Update Synchronization setting to Always Full Sync.

B. Update entity Sync Filter.

C. Update View filters.

D. Update the Max Sync Records setting.

E. Update the entity Mode to Online and Offline.

Correct Answer: BDE

QUESTION 15

The field service team manager needs you to give a new technician user access to the system. The technician will use the mobile application to fill out work orders when they are onsite doing filed work to repair factory motors at customer sites. When the dispatcher takes vacation, the new technician user will manage dispatcher functions.

Which two field service security roles will the new technician user need? Each correct answer presents part of the

solution.

A. Field Service-Dispatcher

B. Field Service-App Access and Field Service -Resource

C. Field Service-Mobile User

D. Field Service-User

Correct Answer: AB

References: https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/view-user-accounts-security-roles#field-service-roles

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