

MB-240^{Q&As}

Microsoft Dynamics 365 Field Service

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QUESTION 1

You are advising your customer on how to configure their territories.

You need to identify the options that are related to territories during the configuration.

Which three relationships are available? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Territory Hierarchies
- B. Accounts
- C. Contacts
- D. Postal Codes
- E. Resources

Correct Answer: BDE

QUESTION 2

You are setting up assets for a customer.

The VP of Field Service wants to have greater visibility to all the serialized components of an asset in a hierarchical view.

Solution: You define the Top-Level Asset with as many parent-child sub-assets as necessary, rolling up for viewing in a hierarchy.

Does this meet the goal?

- A. Yes
- B. No

Correct Answer: B

QUESTION 3

Your company is expanding nationally.

You need to configure tax codes for a new territory, so the company can start to operate in the new territory.

You realize that you can identify which field service record types the tax code will be applied to.

Which three Field Service record types are taxable within the new tax code? Each correct answer presents a complete

solution.

- A. Agreements
- B. Services
- C. Purchase Orders
- D. Products
- E. Work Orders

Correct Answer: ABD

QUESTION 4

You are a dispatcher for Dynamics 365 Field Service. You schedule a resource to a work order using the schedule board.

The resource appears available, but informs you they put in a Time Off Request for that period.

Which two options are potential reasons why the resource appears available, but informs you they are not available? Each answer represents a complete solution.

- A. The schedule board is not syncing with the resource's schedule
- B. Time off request is Inactive
- C. Time off request has not been approved
- D. The time zone for the resource is set incorrectly

Correct Answer: CD

QUESTION 5

You are installing and setting up the Remote Assist model-driven app for your customer.

You need to advise the customer on the actions available in the model-driven app.

Which three actions can be taken in the model-driven app? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Invite an external user to join a one-time call.
- B. Create asset records.
- C. Assign Remote Assist licenses.
- D. Enable the Remote Assist Calls Dashboard.
- E. Enable Remote Assist offline storage capacity.

F. Assign Remote Assist security roles.

Correct Answer: ABD

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