

MB-240^{Q&As}

Microsoft Dynamics 365 Field Service

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QUESTION 1

You are the Dynamics 365 Field Service technician manager for Contoso Ltd.

Your customers are indicating they are being double invoiced for certain work orders. They are receiving the quarterly invoice, and another invoice after the service is performed.

You need the system to automatically handle these scenarios, while still sending out invoices for work orders that are not generated from an agreement.

What should you do to avoid double billing your customers that have agreements?

- A. Turn-off Invoice Generated on Closed-Posted work orders to avoid invoice generation when a work order is Closed-Posted.
- B. Update the Invoice Journal lines to ensure the lines are \$0.00.
- C. Manually update the Invoice lines prior to sending to the customer.
- D. Create a process using price lists and entitlements to ensure the work order subtotal and work order invoice is \$0.00.

Correct Answer: D

QUESTION 2

You are creating booking dates for a manufacturing customer based on agreements within the system. The customer is not able to generate the appropriate booking dates within the system.

You need to ensure that booking dates are created for this customer. What should you do?

- A. Set Copy Incident Items to Agreement to Yes
- B. Ensure service tasks are set up on the booking
- C. Set Generate Agreement Invoices 7 Days in Advance
- D. Set Auto Generate Booking to Yes

Correct Answer: D

QUESTION 3

You are working with your customer to define their booking timestamps and booking journals.

Your customer needs your help to understand the capabilities.

Which two explanations are appropriate? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Booking timestamps are used to calculate Booking Journals that calculate total travel time and working time for a specific booking.
- B. Overtime is a type of booking journal. The system determines if the working duration is outside normal working hours.
- C. Timesheets are required to be set up in order to properly capture booking timestamps.
- D. Timestamp Frequencies are only updated Per Booking Status Change.

Correct Answer: AB

QUESTION 4

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 create an Asset Category and associate it with each component, and use the Location Tree for viewing.

Does this meet the goal?

- A. Yes
- B. No

Correct Answer: B

QUESTION 5

You are a Dynamics 365 Field Service functional consultant who is setting up a new incident type that will contain three service tasks and two products. None of your existing service tasks, services or products will work for this incident type. Which three steps are required to create this new incident type?

- A. Add any necessary notes for this incident type.
- B. Add all necessary service tasks and products to the incident type.
- C. Create and save the incident type.
- D. Create/save/publish the all necessary service tasks and products.
- E. Add all necessary services to the incident type.

Correct Answer: BCD
