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 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

QUESTION 3

You are a Dynamics 365 for Field Service Administrator.

You have a requirement to make a custom attribute "Contract Status" required and to not allow invalid data to be entered in the attribute.

What are three ways that you can make an attribute required on a form within the Dynamics 365 for Field Service Mobile App and ensure invalid data cannot be entered? Each correct answer presents a complete solution.

A. Create an OnSave rule, and display a message to the user if the specific field does not meet the required conditions.

B. Create an OnChange rule, and set a simple validation for a field to check whether the field contains data.

C. Create an Option Set with all possible options for the attribute.

D. Create an OnChange rule to highlight a field when it does not contain correct field data.

E. Create an OnSave rule to check any field\\\'s data, but without highlighting the field when the condition is not met.

Correct Answer: ADE

A, D, E should be correct. C does not ensure that the field is required, B only checks for data, it does not check for specific values as aa86 mentioned already.

QUESTION 4

You are implementing a Microsoft Dynamics 365 Field Service solution for a client.

The client needs to be able to view the Parent Asset and Master Asset when the Primary Incident Customer Asset is associated to a work order. The asset data should not be stored directly on the work order. It should only be visible when the

Customer Asset is selected.

Solution:

1.

 Create the Parent Asset and Master Asset on the work order.

2.

 Use Microsoft Power Automate to populate fields when the Customer Asset contains data. Does this meet the goal?

A. Yes

B. No

Correct Answer: A

QUESTION 5

You are deploying the Microsoft Dynamics 365 Field Service mobile app at your organization.

You are in the process of creating push notifications for the mobile app, and you have the following requirement:

When a field service technician is assigned an emergency priority work order, the technician should be immediately notified on their mobile phone.

What should you do?

A. Create a notification Power Automate flow using a scheduled flow. The condition within the flow should look at the Work Order entity where the out-of-the-box priority field has a value of Emergency priority.

B. Create a notification Power Automate flow using an instant flow. The condition within the flow should look at the Bookable Resource Booking entity where the out-of-the-box priority field has a value of Emergency priority.

C. Create a notification Power Automate flow using an automated flow. The condition within the flow should look at the Resource Requirement entity where the out-of-the-box priority field has a value of Emergency priority.

D. Create a notification Power Automate flow using a scheduled flow. The condition within the flow should look at Bookable Resource Bookings where the out-of-the-box priority field has a value of Emergency priority.

Correct Answer: C

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