

## MB-240<sup>Q&As</sup>

Microsoft Dynamics 365 Field Service

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## QUESTION 1

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 Asset Properties to describe each component for viewing in a hierarchy.

Does this meet the goal?

- A. Yes
- B. No

Correct Answer: B

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## QUESTION 2

You have created a new entity to tie to the Asset to capture key data. You launch the Microsoft Dynamics 365 Field Service mobile app in offline mode.

You need to ensure that you can see the entity.

What should you do?

- A. Sign in to Power Apps, and ensure the entity is enabled for mobile offline.
- B. Sign in to Power Apps, and ensure the entity is enabled for Microsoft Outlook mobile offline.
- C. Sign in to the System Business Settings to ensure the entity is enabled for mobile offline.
- D. Enable the entity for mobile.

Correct Answer: A

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## QUESTION 3

Your company is implementing a new CRM system. They have selected Microsoft Dynamics 365 Field Service because of its flexibility.

During the basic training sessions, you need to train the field service team on how work orders are created.

What are three out-of-the-box ways to create work orders? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. from a purchase order

- B. from the Dynamics 365 Field Service mobile app
- C. from an asset
- D. from a case record
- E. from an agreement

Correct Answer: BDE

## QUESTION 4





### DRAG DROP

Your company uses Dynamics 365 for Field Service.

The company's inventory clerk goes to the bin location for electrical switches and discovers there are none in stock. However, the Field Service Inventory shows a quantity of one.

In which order should the required fields be entered to adjust the inventory to the correct amount? To answer, move the three appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Select and Place:

Fields		ORDER
Warehouse		
Bin location		
Unit		
Product		
Quantity		

Correct Answer:

Fields	ORDER
Warehouse	Product
Bin location	Unit
	Quantity

## QUESTION 5

You are a Dynamics 365 for Field Service Administrator.

You need to add two compressor sub-components to one of the refrigerator customer assets, in the environment and set up the sub-components for the customer asset.

What must you do to properly set up the assets?

- A. Add the compressor sub-components as sub-assets on the refrigerator customer asset record.
- B. Click View Hierarchy on the refrigerator customer asset record.
- C. Set the Master Asset on the sub-components to the refrigerator Customer Asset record.
- D. Add the compressor sub-components as customer asset records.

Correct Answer: A

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