

MB-240^{Q&As}

Microsoft Dynamics 365 Field Service

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QUESTION 1

Your customer is interested in embedding canvas apps to leverage the flexibility of canvas apps in model-driven forms.

You need to explain the benefits achieved by embedding a canvas app in a model-driven form.

What are three benefits? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. It eliminates the requirement for a full user license.
- B. It provides the ability to use and update data from other data sources.
- C. It converts JavaScript to low-code or no-code logic.
- D. It performs complex logic in model-driven app forms that is otherwise only possible with coding.
- E. It triggers Microsoft Power Automate flows from buttons in the embedded canvas app.
- F. It provides an iFrame for a Microsoft Power BI report.

Correct Answer: BDE

QUESTION 2

Your customer asks you to create a dashboard.

The application must meet the following requirements:

Capture work orders, asset information, and customer information.

Allow actions to be taken directly from the dashboard.

Allow data filtration.

You need to determine the type of dashboard you should create in the app designer.

Which type of dashboard should you create?

- A. Power BI
- B. Classic
- C. Single-stream interactive
- D. Multi-stream interactive

Correct Answer: D

QUESTION 3

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

QUESTION 4

A functional consultant needs to configure all new products for use on Work Orders in Field Service.

What are the three categories for products in Field Service? Each correct answer presents part of the solution.

A. Inventory

B. Miscellaneous

C. Equipment

D. Service

E. Non Inventory

Correct Answer: ADE

QUESTION 5

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

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