

MB-240^{Q&As}

Microsoft Dynamics 365 Field Service

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QUESTION 1





DRAG DROP

You are a Dynamics 365 for Field Service Administrator. You are working with your company's scheduling team on requirements for a new schedule board view.

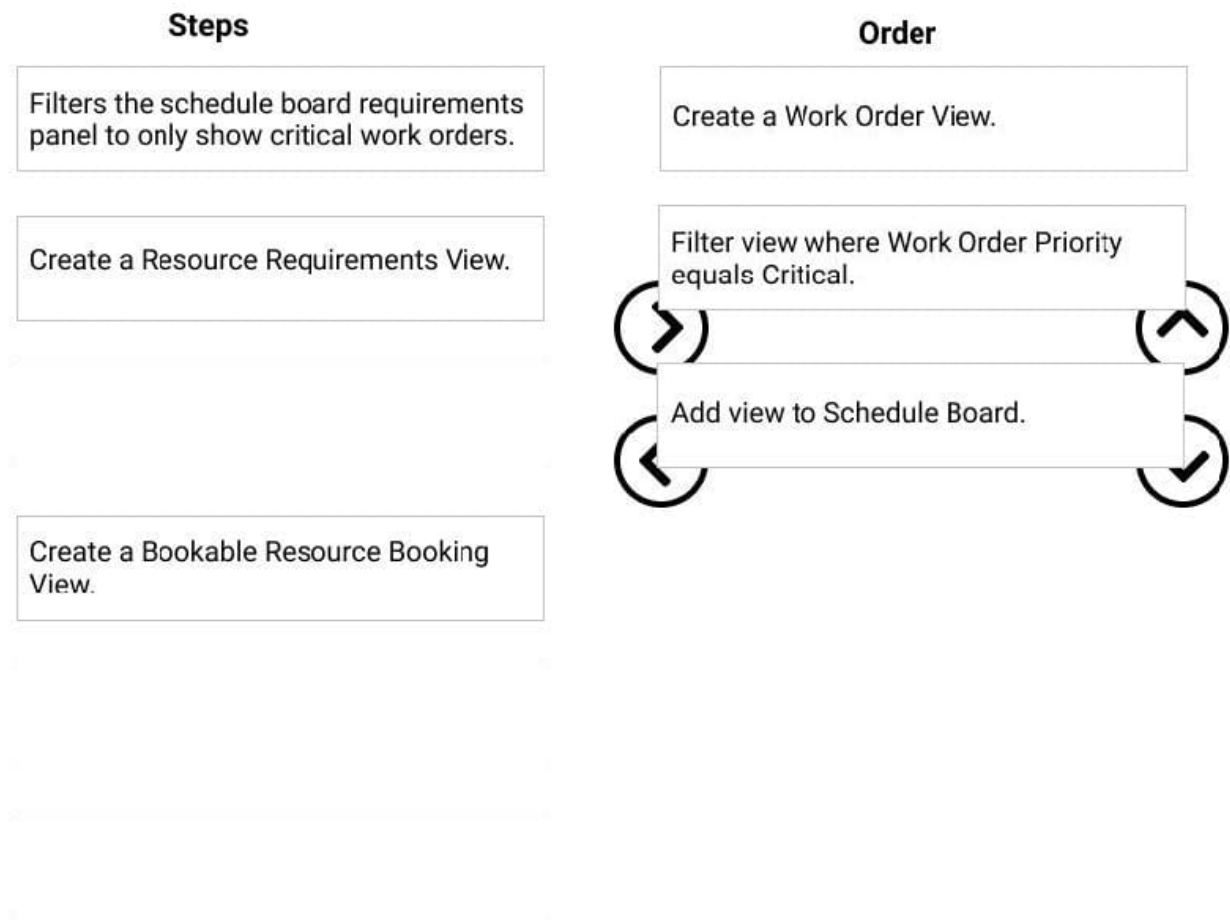
The team needs a schedule board view where they only see work orders with a priority of Critical.

Which three steps should you perform, in sequence, to meet their need? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Select and Place:

| Steps | | Order |
|--|--|--|
| Filters the schedule board requirements panel to only show critical work orders. | | |
| Create a Resource Requirements View. |   |   |
| Filter view where Work Order Priority equals Critical. | | |
| Create a Bookable Resource Booking View. | | |
| Add view to Schedule Board. | | |
| Create a Work Order View. | | |

Correct Answer:



QUESTION 2

Your company processes a large number of work orders each day. The company wants to ensure the high priority work orders are dealt with immediately.

You need to configure the schedule board so that bookings are easily visible to the dispatchers.

How can you configure Dynamics Field Services to increase booking visibility?

- A. Configure a work order type for high priority issues, to help categorize high priority work order records.
- B. Configure an Incident type for high priority incidents on work order records.
- C. Configure the status color for a booking status record, to identify high priority work order records.
- D. Configure a priority record to allow you to identify high priority work order records.

Correct Answer: D

Correct answer is D. You can create priority records in Dynamics 365 for Field service app and assign color along with level of importance. <https://docs.microsoft.com/en-us/dynamics365/field-service/set-priorities>

QUESTION 3

You implemented Microsoft Dynamics 365 Field Service for an electronics company.

The technician reports that they are unable to view the customer asset hierarchy and the functional location at the customer's location.

? While setting up the Dynamics 365 Field Service mobile app, you assigned the Field Service Resource security role to a technician.

? While working at the customer site, there were some internet connectivity issues and so the technician had to work offline.

Why was the technician unable to view customer asset hierarchy and functional location?

- A. The offline profile still needs to be published.
- B. The security role assigned needs to be Field Service Admin
- C. The functional location still needs to be assigned to the work order.
- D. Internet connectivity is required.

Correct Answer: D

QUESTION 4

Your organization uses the Microsoft Dynamics 365 Field Service solution to perform inspections on customer assets.

Recently, technicians made changes to the service task and completed the inspection again. The analytics team reports that they are unable to get the responses in this instance.

You need to troubleshoot the issue.

Which two actions should you perform to fix this issue? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Enable Deserialization of Inspection Response Flow.
- B. Change the Analytics frequency setting to Daily.
- C. Set the Analytics frequency to Immediately.
- D. Change the Analytics frequency setting to Custom.

Correct Answer: AC

QUESTION 5

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

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