

MB-240^{Q&As}

Microsoft Dynamics 365 Field Service

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QUESTION 1

You are a Dynamics 365 for Field Service scheduling coordinator.

When you select the Book button on a work order, TechnicianA never shows up as available.

You need to update the system to see TechnicianA's availability.

What should you do?

- A. Set Enable for Availability Search to Yes on the TechnicianA bookable resource record.
- B. Set Ignore Proposed Bookings to Yes on the Schedule Assistant view.
- C. Set Real Time Mode to Yes on the Schedule Assistant view.
- D. Set Display on Schedule Board to Yes on the TechnicianA bookable resource record.

Correct Answer: A

References: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/set-up-bookable-resources>

QUESTION 2

You are working on the Dynamics 365 Field Service self-scheduling portal. You are explaining the states of a booking or appointment that are visible in the portal to your customer.

The customer asks which portal states will yield a message that includes a link to an online web experience hosted on Microsoft Power Portals.

Which three messages will include this link? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Booking Canceled
- B. Booking Reminder
- C. Booking Complete
- D. Technician Traveling
- E. Booking Committed

Correct Answer: ACD

QUESTION 3

You implemented Microsoft Dynamics 365 Field Service. You are now managing changes as the team continues to use Dynamics 365. Dispatchers are reporting that the schedule board is difficult to navigate because resources can be

scheduled 24 hours of the day. However, resources for this organization only work between 7am and 5pm in the Greenwich Mean Time Zone (GMT).

You need to modify the schedule board to resolve this issue.

What should you do?

- A. Modify the existing schedule board tabs and ensure the working time for the tab is set to 7am to 5pm GMT.
- B. Adjust the working hours of the resources to 7am to 5pm GMT.
- C. Modify the existing schedule board tabs to only include resources working 7am to 5pm GMT.
- D. Create a schedule board tab for the resources working 7am to 5pm GMT and ensure all the resources have been added to that tab.

Correct Answer: A

QUESTION 4

You are implementing Microsoft Dynamics 365 Field Service for a health care institution. Each day, the institution receives a large number of appointment requests for pediatricians.

You have the following requirements:

create a daily schedule for pediatricians with a frequency of 30 minutes for each slot.

provide a full-day schedule with start times and end times.

Solution: You create a fulfillment preference with time group details with a duration of 30 minutes for the whole day, associate it to a requirement, and then book the requirement with the schedule assistant.

Does this meet the goal?

- A. Yes
- B. No

Correct Answer: A

QUESTION 5

DRAG DROP

You need to create a purchase order for a thermal overload cooling fan for a refrigeration unit on the shop floor.

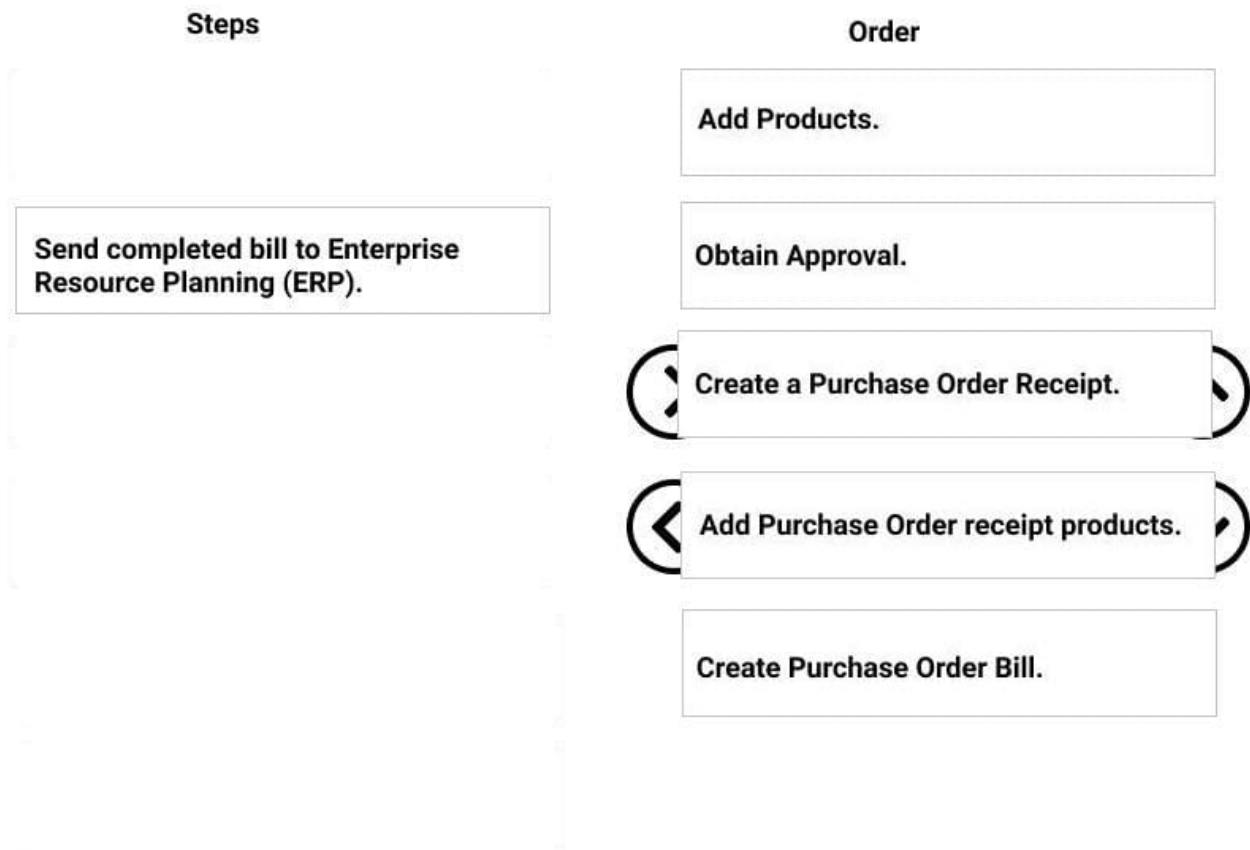
After creating a purchase order, what are the five steps, in sequence, for completing the order and receiving the products? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct

order.

Select and Place:

| Steps | | Order |
|--|---|-------|
| Add Purchase Order receipt products. | | |
| Send completed bill to Enterprise Resource Planning (ERP). | | |
| Create a Purchase Order Receipt. | ➤ | ⤴ |
| Add Products. | ⬅ | ⤵ |
| Obtain Approval. | | |
| Create Purchase Order Bill. | | |

Correct Answer:



References: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/create-purchase-order>

QUESTION 6

You are a Dynamics 365 for Field Service Dispatcher reviewing automatically generated bookings for optimization of the schedule.

You notice that, for certain customers, Work Orders are being generated without service tasks, products, or services, when they should have them documented from the Agreement.

Which two of the following should you troubleshoot? Each correct answer presents part of the solution.

- A. Incident Type contains appropriate Service Tasks, Products, and Services.
- B. Incident Type field "Copy Incident Items to Agreement" is marked "Yes".
- C. Agreement Booking Setup field "Auto Generate Work Order" is marked "Yes".
- D. Agreement Booking Setup contains appropriate Service Tasks, Products, and Services

Correct Answer: BD

QUESTION 7

You are a Dynamics 365 for Field Service system administrator.

You are configuring a new instance of Dynamics 365 for Field Service. The organization needs to accurately capture the cost of work order bookings.

Solution: You implement the following configuration changes:

- 1) Create Resource Pay Types for regular, holiday, overtime, travel, and breaks.
- 2) Assign an Hourly Markup percentage to each Resource Pay Type.
- 3) Assign Resource Pay Types to the applicable Pay Type.
- 4) Create the Holiday Schedule.

Does this meet the goal?

- A. Yes
- B. No

Correct Answer: B

QUESTION 8

You need to make sure that only a specific set of resources are allowed to be scheduled to perform certain work orders. Which type should you select when you create a resource requirement preference?

- A. Must choose from
- B. Preferred
- C. Restricted
- D. Auto-suggested

Correct Answer: A

QUESTION 9

You are Dynamics 365 for Field Service Development Manager.

You need to enable customization development for multiple developers, via the Woodford solution, where customizations can be combined together to complete the development requirements.

What should you create in order to enable this capability?

- A. Create a project for each developer, which publishes changes to a master project.
- B. Create a project for each developer, using security roles to identify what customizations are available for modification.
- C. Create a Dynamics 365 solution for each developer, which publishes changes to the Woodford solution.

D. Create a project for each developer, each within its own Woodford solution.

Correct Answer: A

QUESTION 10

You are a Dynamics 365 for Field Service system administrator.

You are configuring a new instance of Dynamics 365 for Field Service. The organization needs to automatically generate work orders based on agreements, and send invoices on a recurring basis by customer.

Solution: You implement the following configuration changes.

- 1) Create Agreement
- 2) Define Booking Setup
- 3) Create Invoice Setup 4) Set Auto Generate Invoice = Yes 5) Populate Generate Agreement Invoices X Days in Advance

Does this meet the goal?

- A. Yes
- B. No

Correct Answer: B

QUESTION 11

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 a quick view form on the Customer Asset.
2.
Add the Parent Asset and Master Asset to the new quick view form.
3.
Add the Customer Asset quick view form to the work order.

4.

Publish the customizations. Does this meet the goal?

A. Yes

B. No

Correct Answer: B

QUESTION 12

You are managing your organization's assets.

You need to give your organization's technicians better visibility on their locations in order to reduce travel time and time spent searching for the asset when the technicians arrive on site.

How should you structure the system to manage this request?

A. Ensure each asset is properly geo-coded.

B. Attach a functional location to each asset.

C. Create a detailed service account tree.

D. Attach a detailed map of the asset's location to the work order.

Correct Answer: B

QUESTION 13

Your organization is planning to use Microsoft Azure IoT Hub to manage the IoT devices which monitor the temperature of the cold storage.

You need to install the Microsoft Dynamics 365 Connected Field Service solution with Azure IoT Hub.

Which Azure security role is a prerequisite to the installation?

A. Account Administrator

B. Cloud Device Administrator

C. Application Administrator

D. Dynamics 365 Administrator

Correct Answer: A

QUESTION 14

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 15

You install and configure Connected Field Service with Azure IoT Central. Several of your connected devices sent alerts back to Dynamics 365 and work orders were created. However, the work orders were never received back in IoT

Central.

You need to resolve the issue.

Which should you do?

- A. Confirm that the Power Automate When a work order is created in Connected Field Service, update IoT Central is set up properly.
- B. Create an IoT Command in Dynamics 365 to trigger an update in IoT Central.
- C. Reconfigure the devices and send an update to IoT Central.
- D. Create an IoT action in Dynamics 365 to trigger an update in IoT Central.

Correct Answer: A

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