DUMPSARENA

Microsoft Dynamics 365 Field Service Functional Consultant

Microsoft MB-240

Version Demo

Total Demo Questions: 10

Total Premium Questions: 59

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Topic Break Down

Topic	No. of Questions
Topic 1, Configure field service applications	18
Topic 2, Manage work orders	4
Topic 3, Schedule and dispatch work orders	19
Topic 4, Manage field service mobility	8
Topic 5, Manage inventory and purchasing	6
Topic 6, Manage assets and agreements	4
Total	59

QUESTION NO: 1 - (DRAG DROP)

DRAG DROP

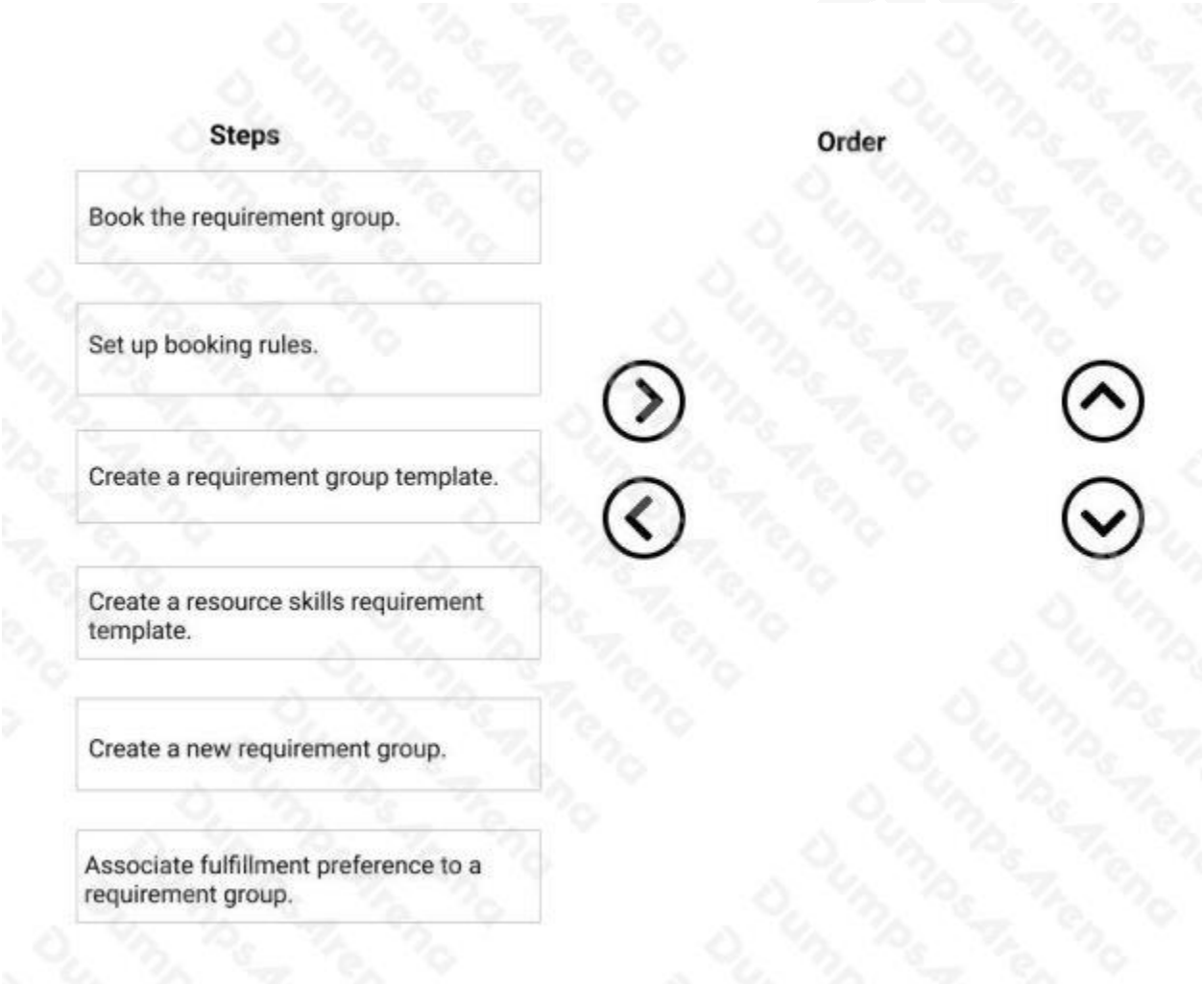
You work for a digital billboard manufacturing company. When manufacturing is completed, the new digital billboards are shipped to a client site for installation. As the dispatcher for your company, you need to identify and schedule the different resources that are required to complete the installation of the digital billboard.

The installation of a billboard is a complicated process and requires a large team of resources all with different skills. These installations occur frequently, so you want to dispatch the resources for installations as efficiently as possible.

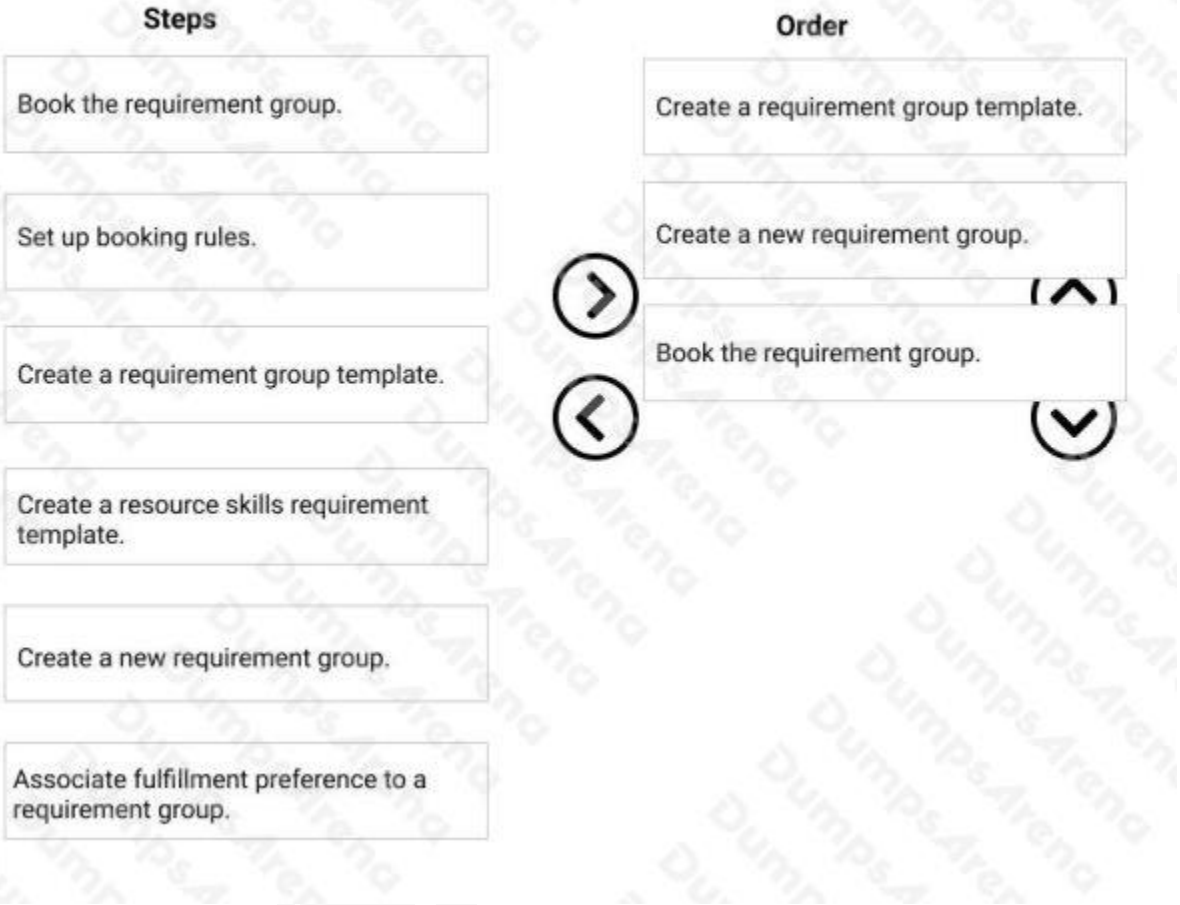
You need to configure multi-resource scheduling.

Which three steps should you perform, in sequence, to enable the multi-resource scheduling? 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:



ANSWER:



Explanation:

References: https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/multi-resource-scheduling-requirement-groups

QUESTION NO: 2

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

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 Business Closures.

5) Create Bookable Resources with Hourly Rates and Work Hours.

Does this meet the goal?

A. Yes

B. No

ANSWER: A

QUESTION NO: 3

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

ANSWER: B D

QUESTION NO: 4

You are a Field Service resource manager for Contoso, Ltd. and are setting up characteristics for field technicians who are responsible for repairs on rental equipment.

Work performed on certain types of backhones, trenchers, and excavating equipment requires different attributes to be identified for proper work order assignment and scheduling.

Which two characteristics are valid? Each correct answer presents a complete solution.

A. Certification

B. Approval Status

C. Skill

D. Rating Value

ANSWER: A C

Explanation:

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

QUESTION NO: 5 - (DRAG DROP)

DRAG DROP

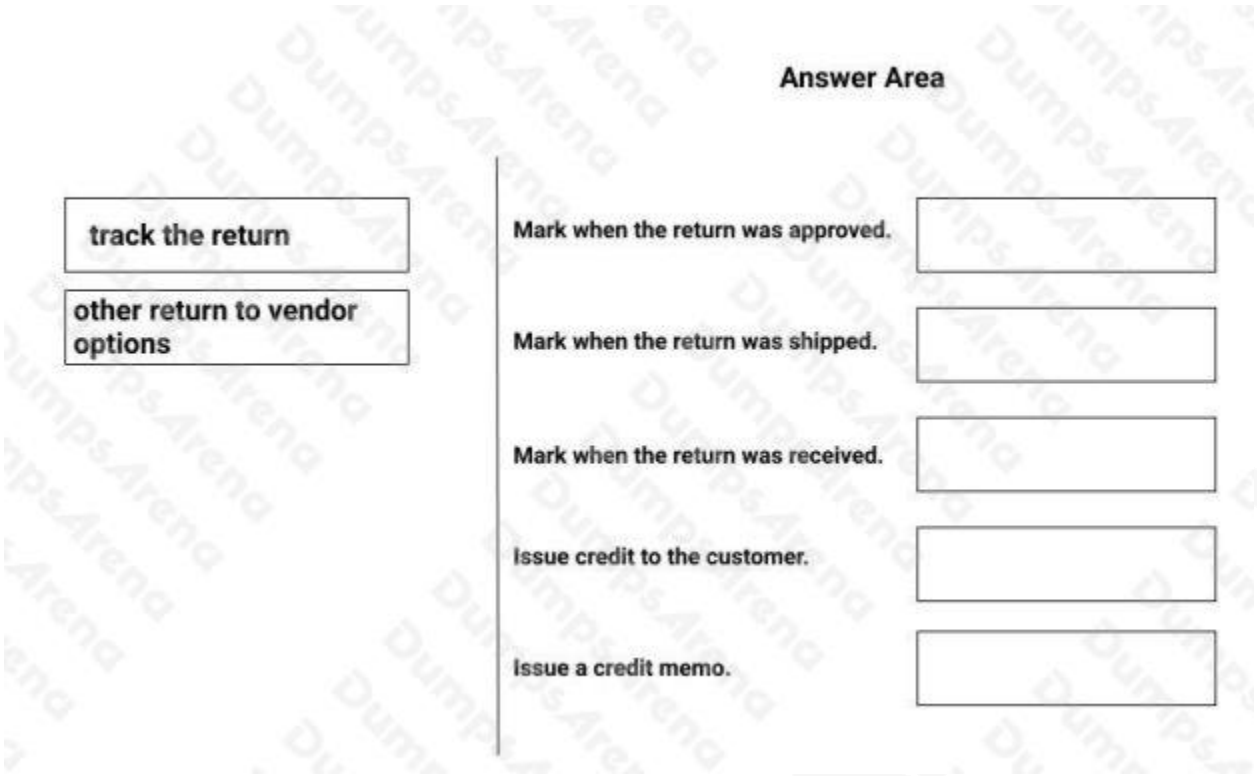
Your company's inventory clerk is using the Returning to Vendor feature in Dynamics 365 for Field Service to process a customer's request to return a wheel that is the wrong size.

The clerk needs to understand the different tracking options for returning to the vendor.

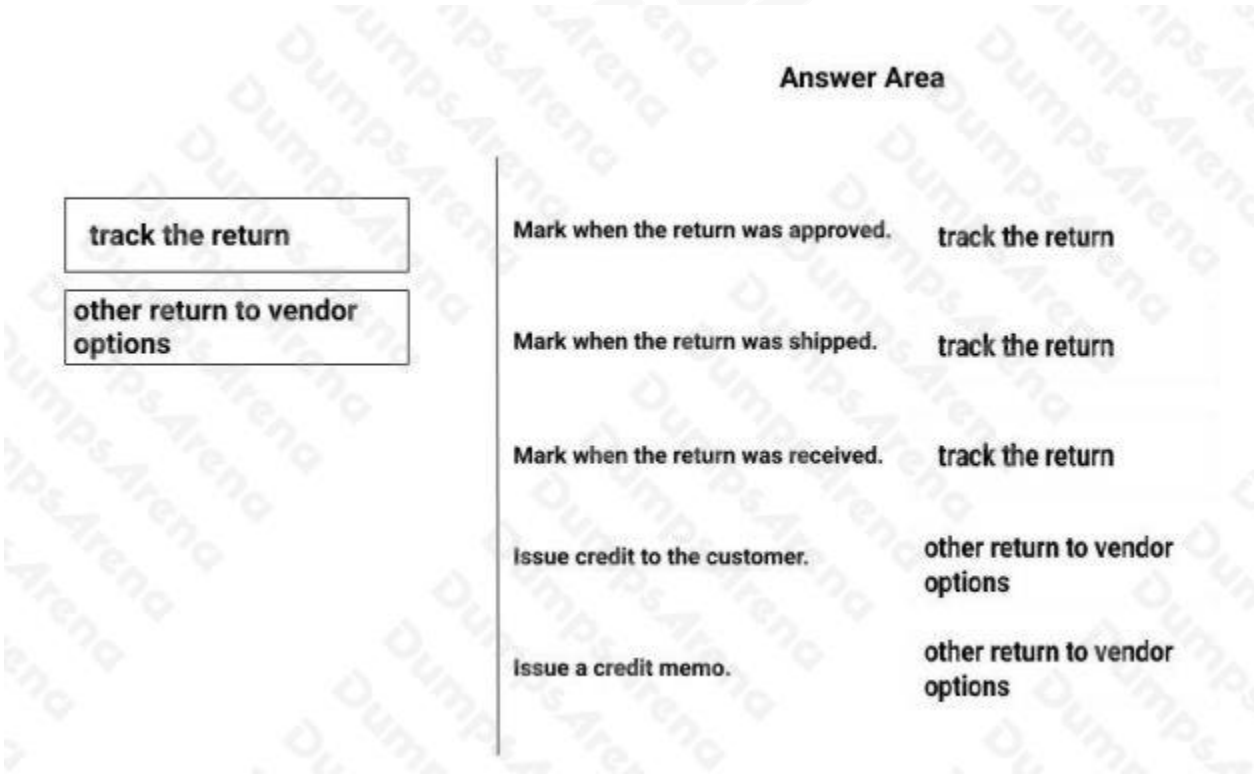
Which actions correspond with track the return and which actions correspond with another return to vendor option? To answer, drag the type of return to the action. Each type or return may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view the content.

NOTE: Each correct selection is worth one point.

Select and Place:



ANSWER:



Explanation:

References: https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/process-return

QUESTION NO: 6

You are in charge of setting up the new Dynamics 365 CE Field Services environment for your company.

As the field Service Administrator, you need to configure the field service settings for work orders for your environment.

Which three work order settings can be configured by the Field Service Administrator? Each correct answer presents a complete solution.

A. Default work order type

B. Auto generate resource requirement for work order

C. Work order invoice creation

D. Default work order completed status

E. Auto generate work order for agreement booking

ANSWER: A B D

QUESTION NO: 7

You are a Dynamics 365 for Field Service Administrator and work for a manufacturing firm. You are receiving support requests that field engineers are unable to see a custom area entitled “Parts Requests” within the Dynamics 365 Field Service Mobile App.

You need to troubleshoot the Dynamics 365 for Field Service mobile app to ensure that the field engineers are able to view the customizations created.

What are the three steps you can take to troubleshoot the issue reported? Each correct answer presents a complete solution.

A. Ensure that the Dynamics Mobile solution with the appropriate customizations has been published.

B. Synchronize the Dynamics 365 for Field Service Mobile App.

C. Ensure that a security role has been assigned to the project.

D. Verify that the impacted field engineers are enabled to use this project.

E. Ensure that the Woodford project with the appropriate customizations has been published.

ANSWER: B C E

QUESTION NO: 8

You are a Dynamics 365 for Field Service Administrator. Your organization wants to use Connected Field Service for existing Customer Assets.

You install Connected Field Service and set up Azure IoT Central, but it seems no alerts are being received in Dynamics 365 for the devices.

You need to find the issue and resolve it.

Which action should you choose?

A. Configure the Create CFS alerts from IoT Central Workflow within Dynamics 365.

B. Create the IoT Connected Device connection role to link devices to customer assets.

C. Register the device in Dynamics 365 Connected Field Service.

D. Configure the Create CFS alerts from IoT Central within Microsoft Flow.

ANSWER: D

Explanation:

References: https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/cfs-iot-central-alerts

QUESTION NO: 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.

ANSWER: A

QUESTION NO: 10

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

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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) Set Booking Recurrence

4) Create Invoice Setup

5) Define Invoice Recurrence

Does this meet the goal?

A. Yes

B. No

ANSWER: A

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