mb-240 Dumps

Microsoft Dynamics 365 for Field Service

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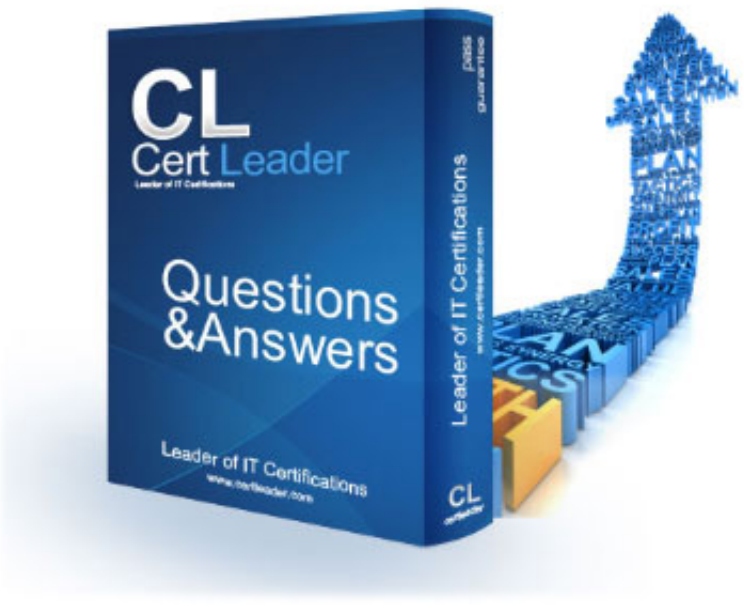


NEW QUESTION 1
Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.
After 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 the Holiday Schedule.
Does this meet the goal?

A. Yes
B. No

Answer: B

NEW QUESTION 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.
Does this meet the goal?

A. Yes
B. No

Answer: B

NEW QUESTION 3
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 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

NEW QUESTION 4
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

NEW QUESTION 5
You are a Dynamics 365 for Field Service Administrator.
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 not sent back to Azure IoT Central.
You need to resolve the issue.
Which Action should you take to resolve the issue?

A. Configure the Microsoft Flow When a work order is created in Connected Field Service, update IoT Central.
B. Create an IoT Command in Dynamics 365 to trigger an update in IoT Central.
C. Configure the Dynamics 365 workflow When a work order is created in Connected Field Service, update IoT Central.
D. Create an IoT action in Dynamics 365 to trigger an update in IoT Central.

Answer: A

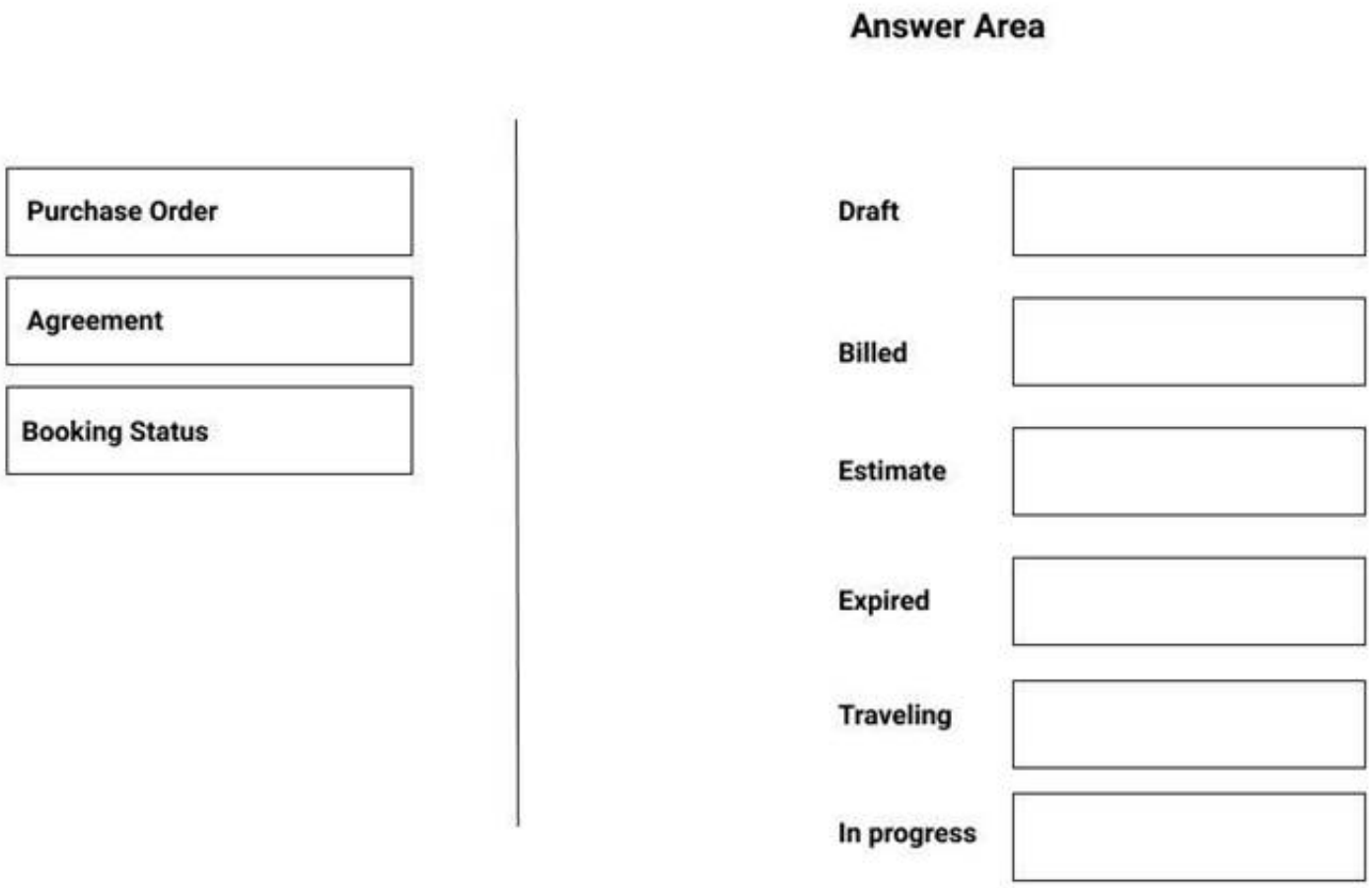
Explanation:
References: https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/cfs-iot-central-work-orders

NEW QUESTION 6
You are a Dynamics 365 for Field Service consultant.
One of your Dynamics 365 customers wants to decrease the number of repair appointments by sending fewer technicians onsite.
You need to provide a recommendation of which solution your customer should use to achieve their request.
What should you recommend?

A. Azure IoT Hub
B. Connected Field Service
C. Dynamics 365 for Field Service
D. Crew Scheduling

Answer: B

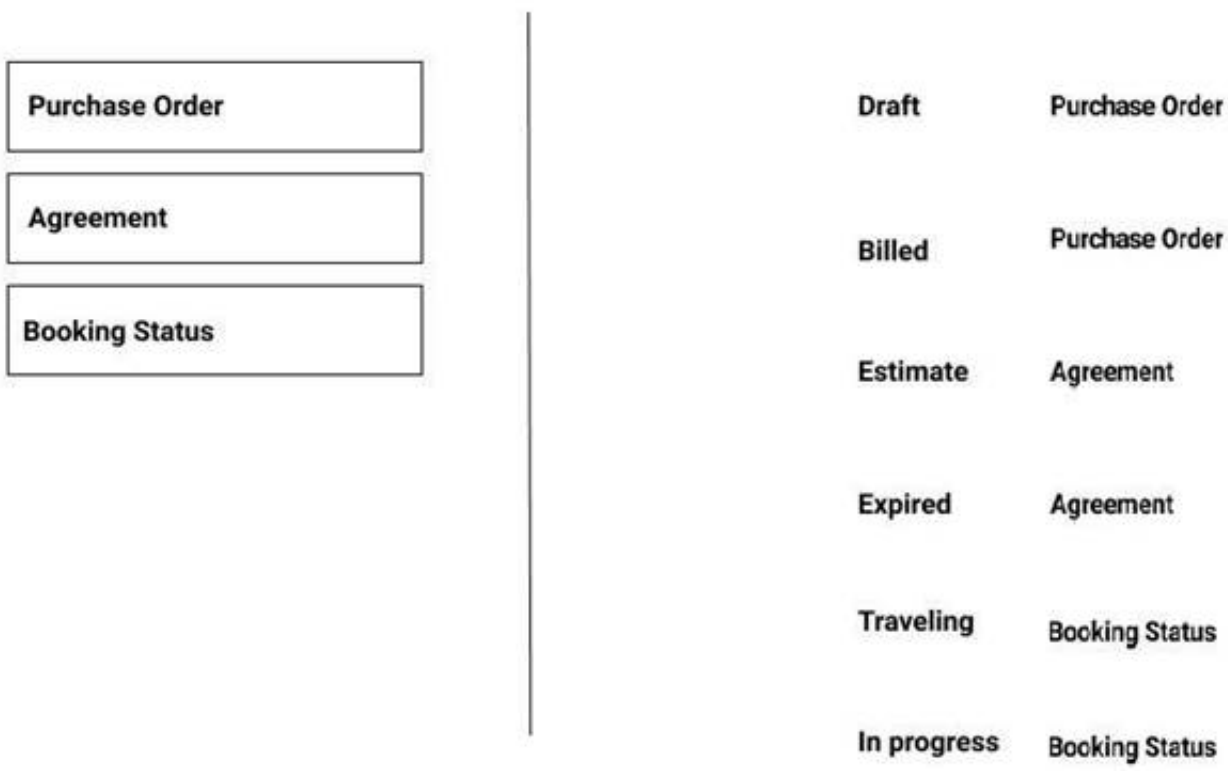
NEW QUESTION 7
DRAG DROP
You are a field service administrator for your company.
You review the Field Service administrator guide to understand how the status fields can support your company's business processes.
Which unique entity system status value matches with its Entity Type? To answer, drag the appropriate unique entity system status values to the appropriate Entity Type. Each unique entity system status value 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.



A. Mastered
B. Not Mastered

Answer: A

Explanation:

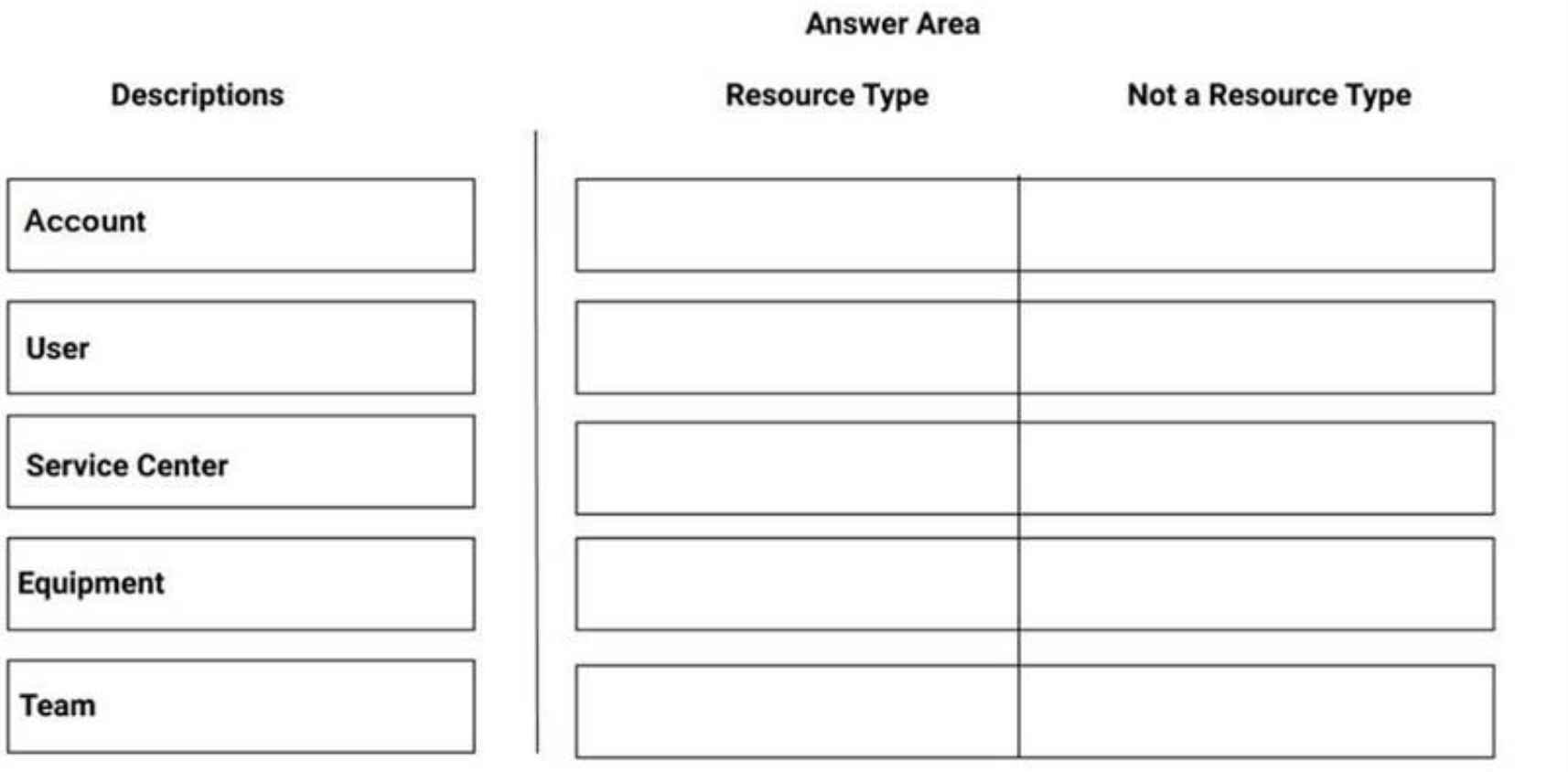


NEW QUESTION 8
Contoso, Ltd has just acquired a new company in order to increase the services it offers to its customers. Contoso, Ltd. wants to ensure that it is able to track all of the stages in its service management workflow, including the services offered by the new service company.
You need to configure Dynamics 365 CE for Field Services to ensure that all of the necessary status values are configured correctly to track your company's unique business process.
Which action must you perform?

A. Edit the existing system status field values.
B. Create the necessary sub-status values.
C. Create the necessary system status values.
D. Create the necessary service task values.

Answer: B

NEW QUESTION 9
DRAG DROP
Your company has a requirement to use the out-of-the-box Resource types to categorize Active Bookable Resource types. The company wants to ensure easy Dynamics 365 upgrades as needed.
You need to ensure that you only use the appropriate Resource types.
Which types are available for your use? To answer, drag each description on the left to the appropriate column on the right. Each description 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.

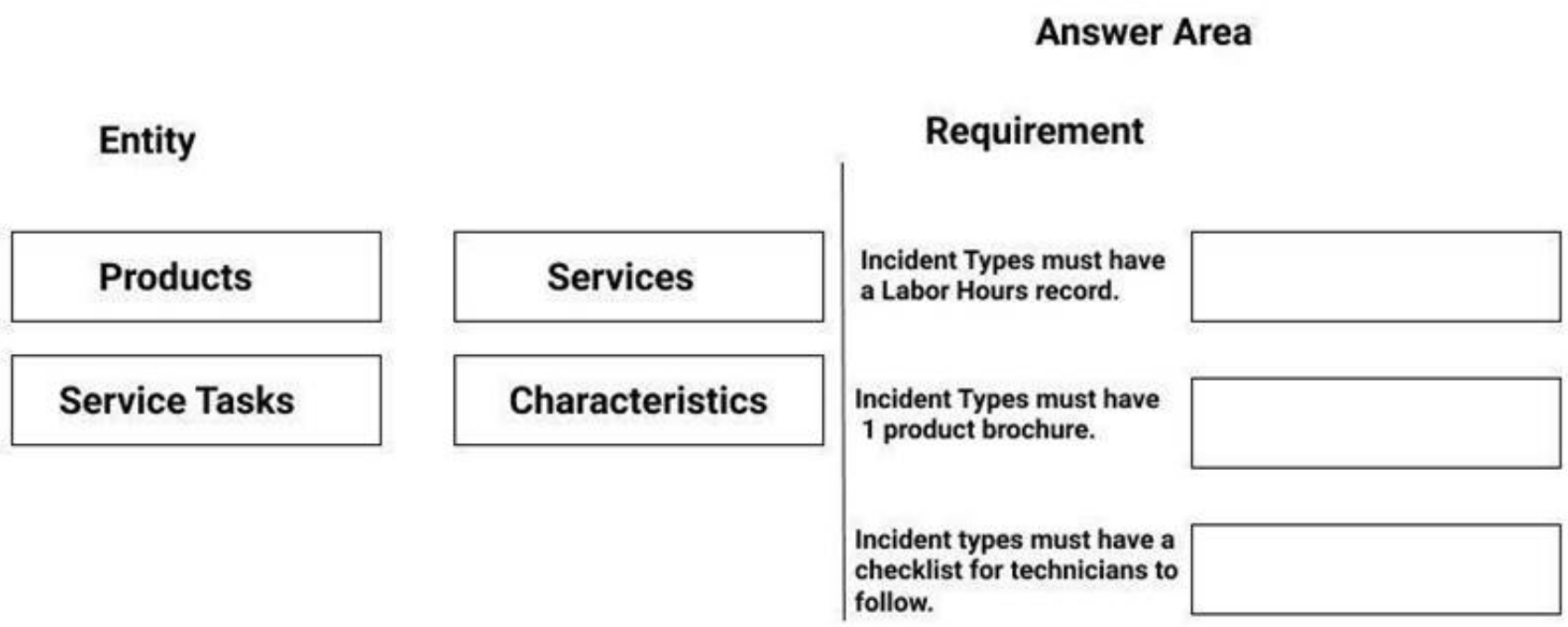


A. Mastered
B. Not Mastered

Answer: A

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

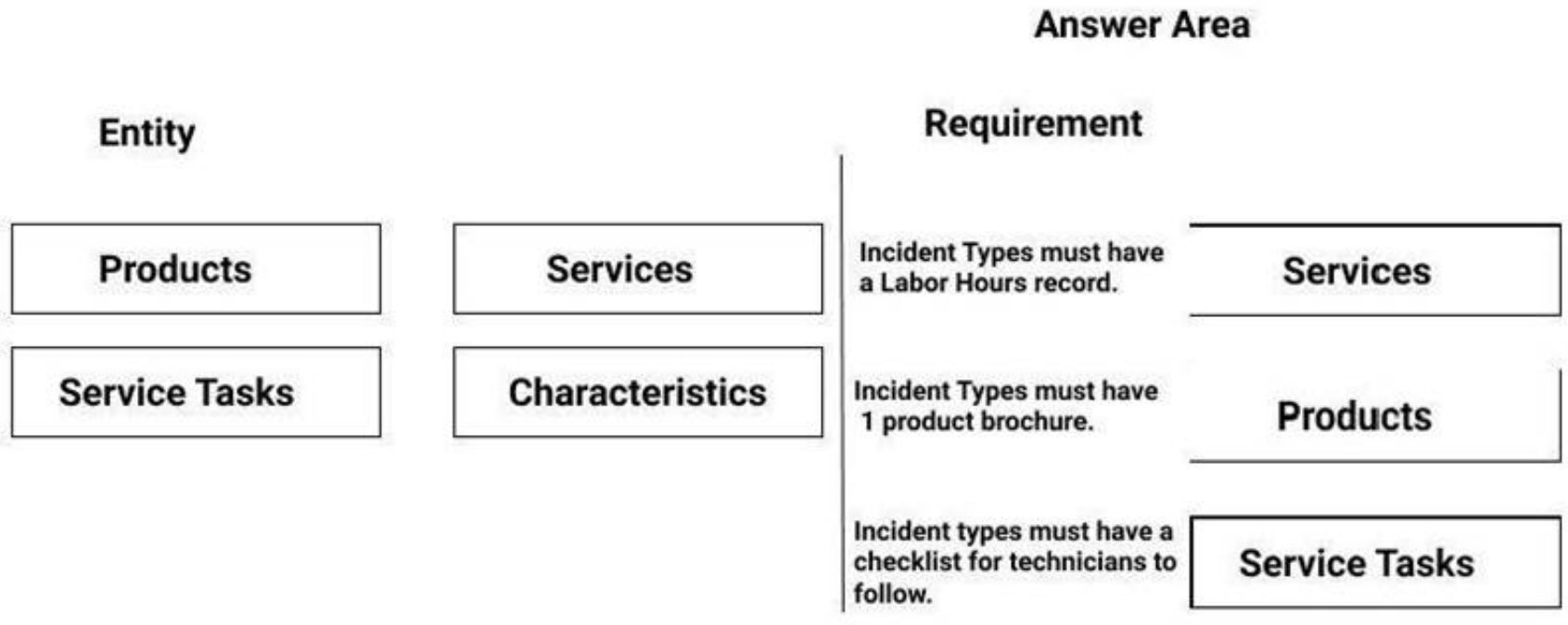
NEW QUESTION 10
DRAG DROP
You are a Dynamics 365 Field Service Administrator Your organization wants to use Incident Types with Work Orders.
You need to create and configure Incident Types based on the provided scenarios.
Which Incident Type feature should you use with each scenario? To answer, drag the appropriate Incident Type feature to the appropriate scenario. Each feature 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.



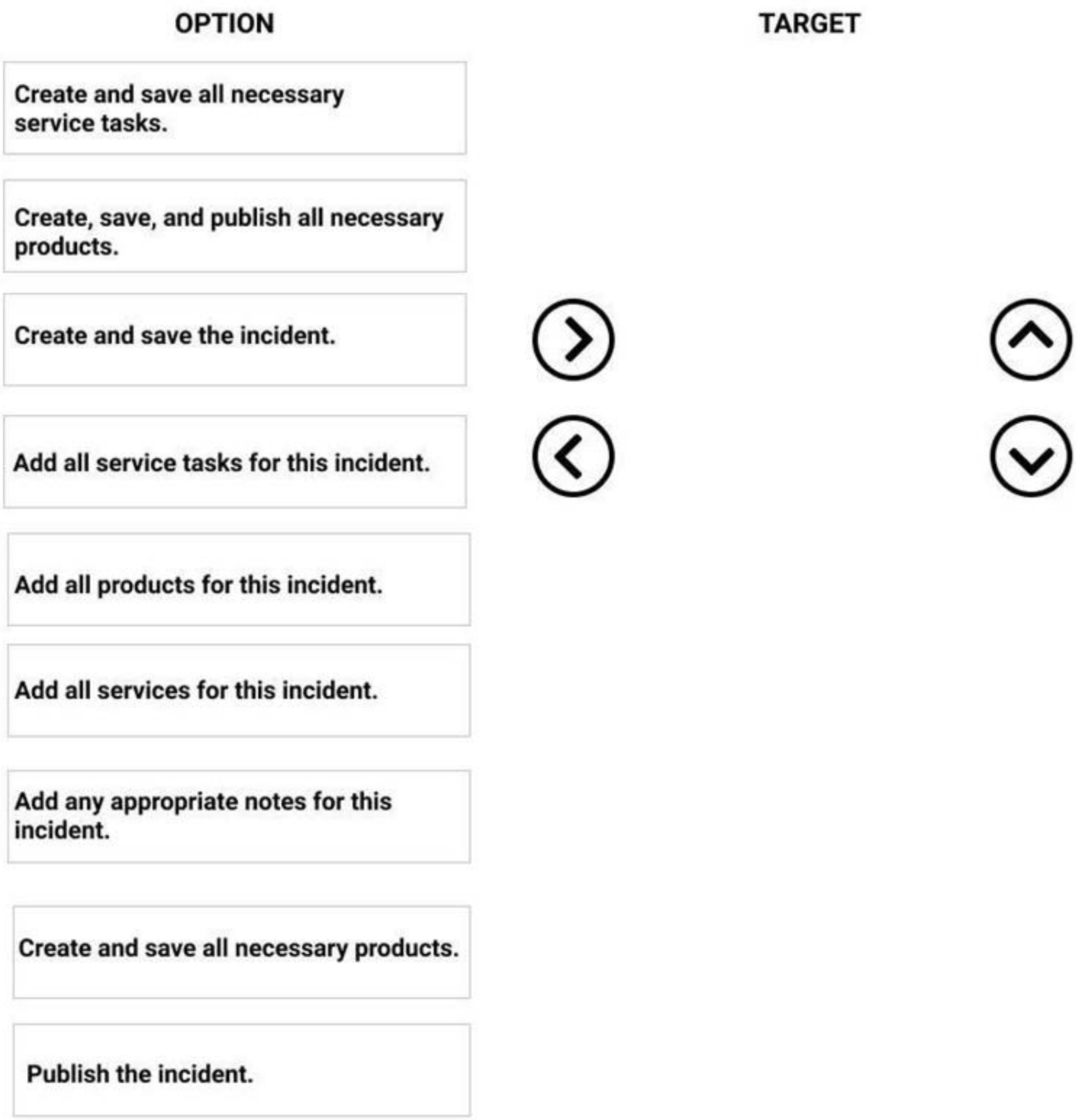
A. Mastered
B. Not Mastered

Answer: A

Explanation:



NEW QUESTION 10
DRAG DROP
You are a Dynamics 365 for Field Service Administrator.
You are setting up a new Incident Type. There are no service tasks or products created that are related to this incident.
Which seven actions should you perform in sequence to add these services? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.
NOTE: More than one order of answer choices is correct. You will receive credit for any of the correct orders you select.

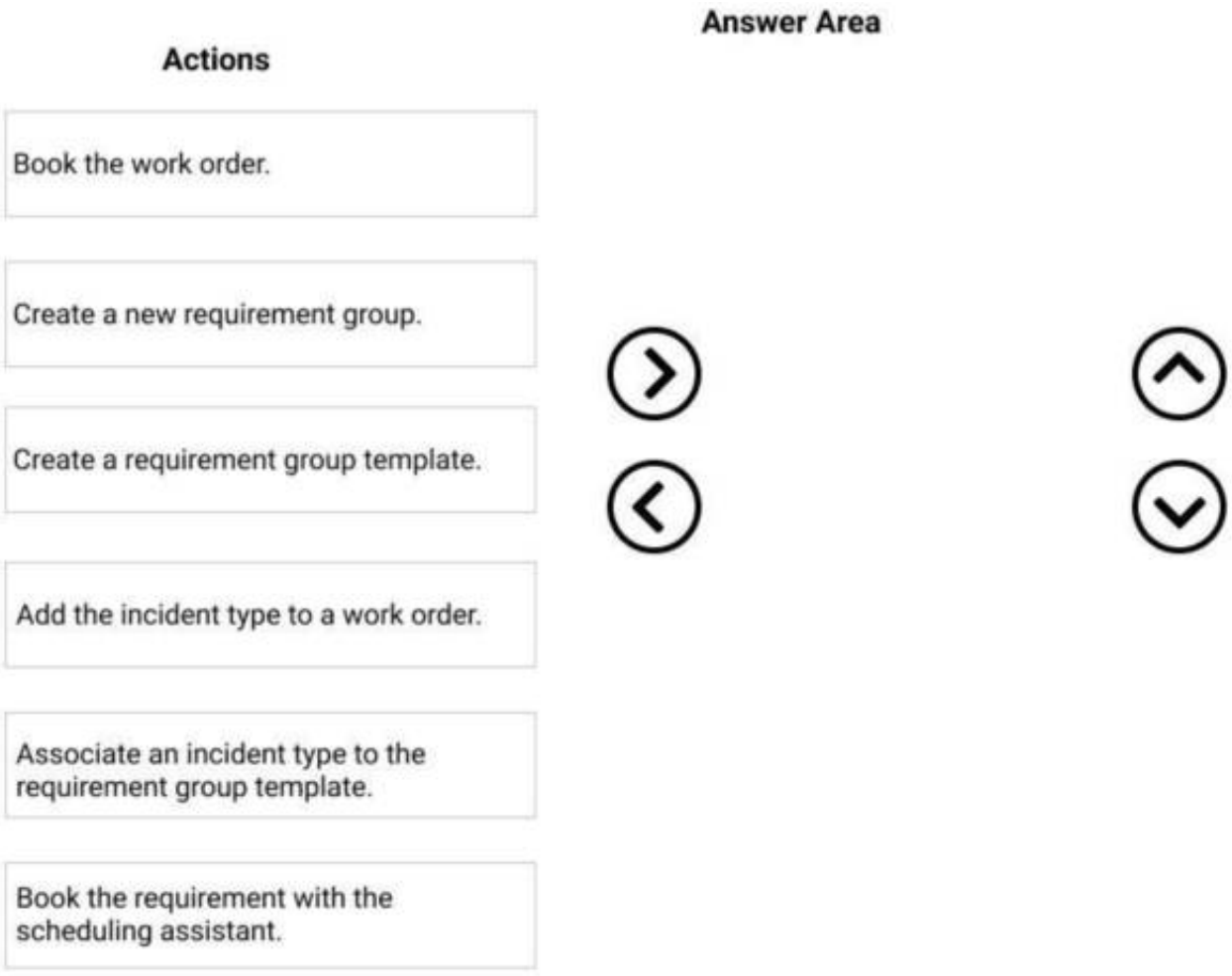


A. Mastered
B. Not Mastered

Answer: A

Explanation:
References: https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/configure-incident-types

NEW QUESTION 12
DRAG DROP
You are a Dynamics 365 for Field Service Dispatcher.
You need to use the schedule board to find resources for a work order. The work order can be completed by any resource who has the correct piece of equipment and who is available at 9:00 A.M during a selected week.
Which four steps must you take, in sequence, to successfully implement this capability within the schedule board? 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:

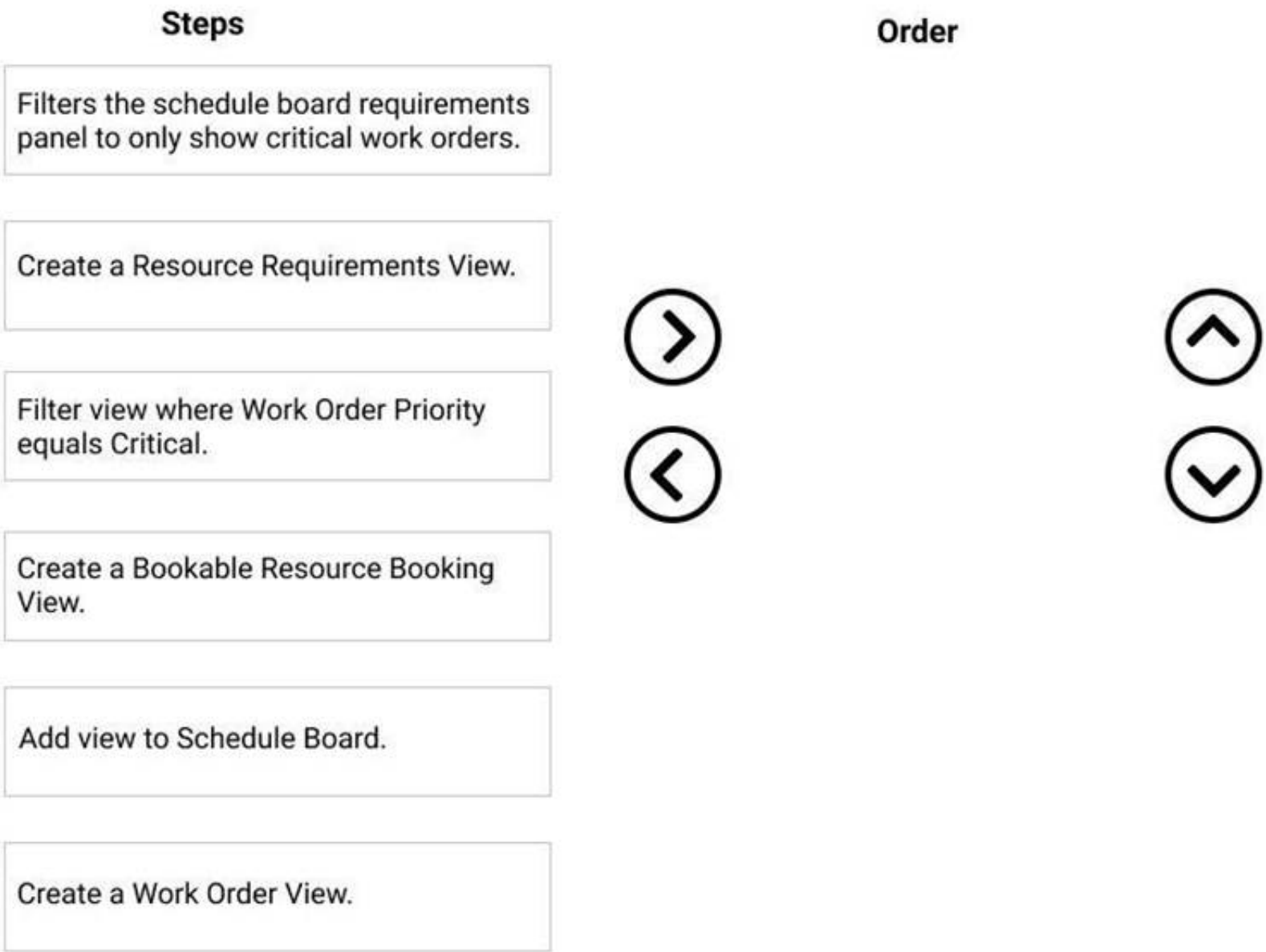


A. Mastered
B. Not Mastered

Answer: A

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

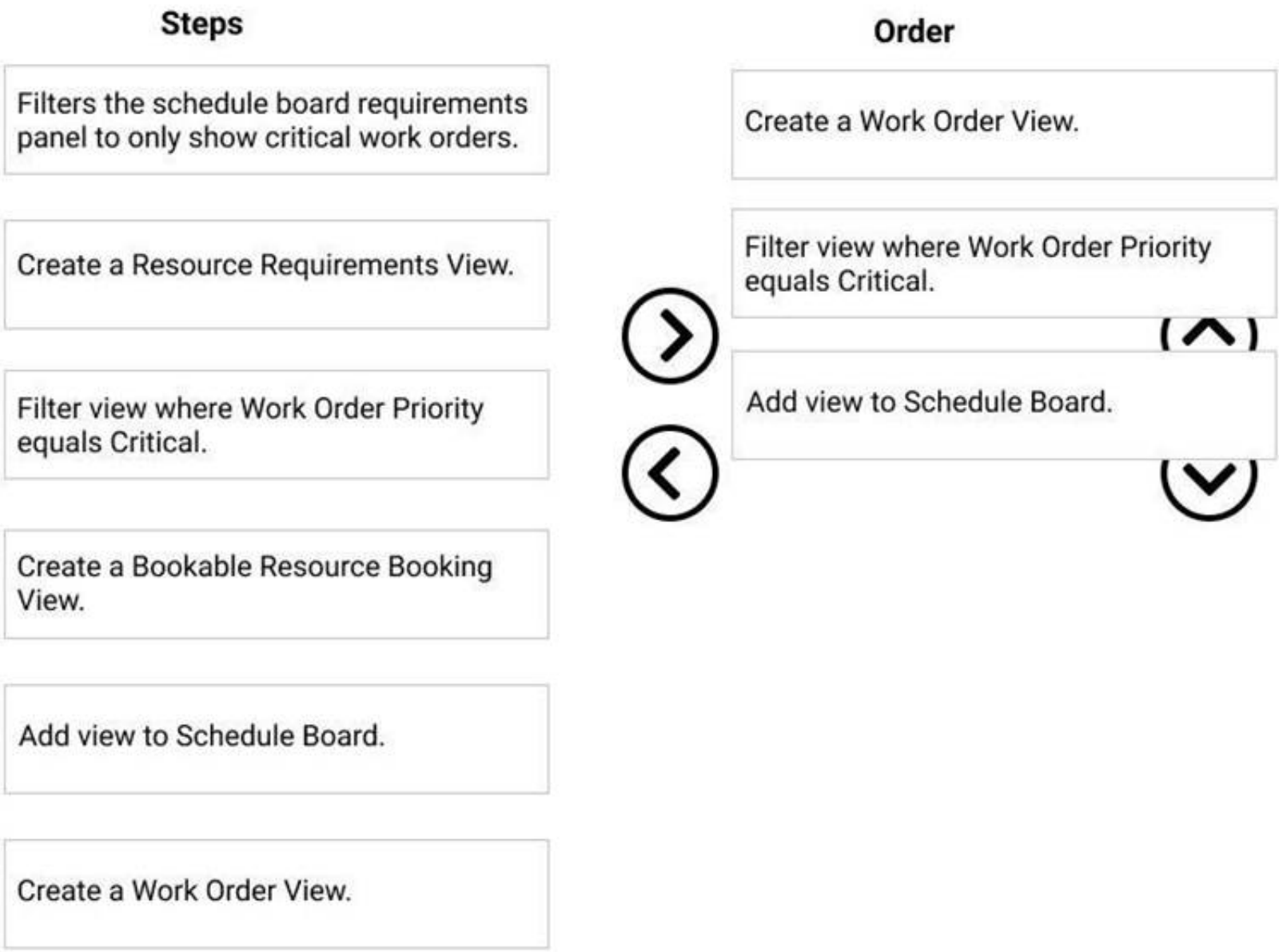
NEW QUESTION 13
DRAG DROP
You are a Dynamics 365 for Field Service Administrator. You are working with your company's scheduling team on requirements for a new schedule board view. The team needs a schedule board view where they only see work orders with a priority of Critical.
Which three steps should 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:



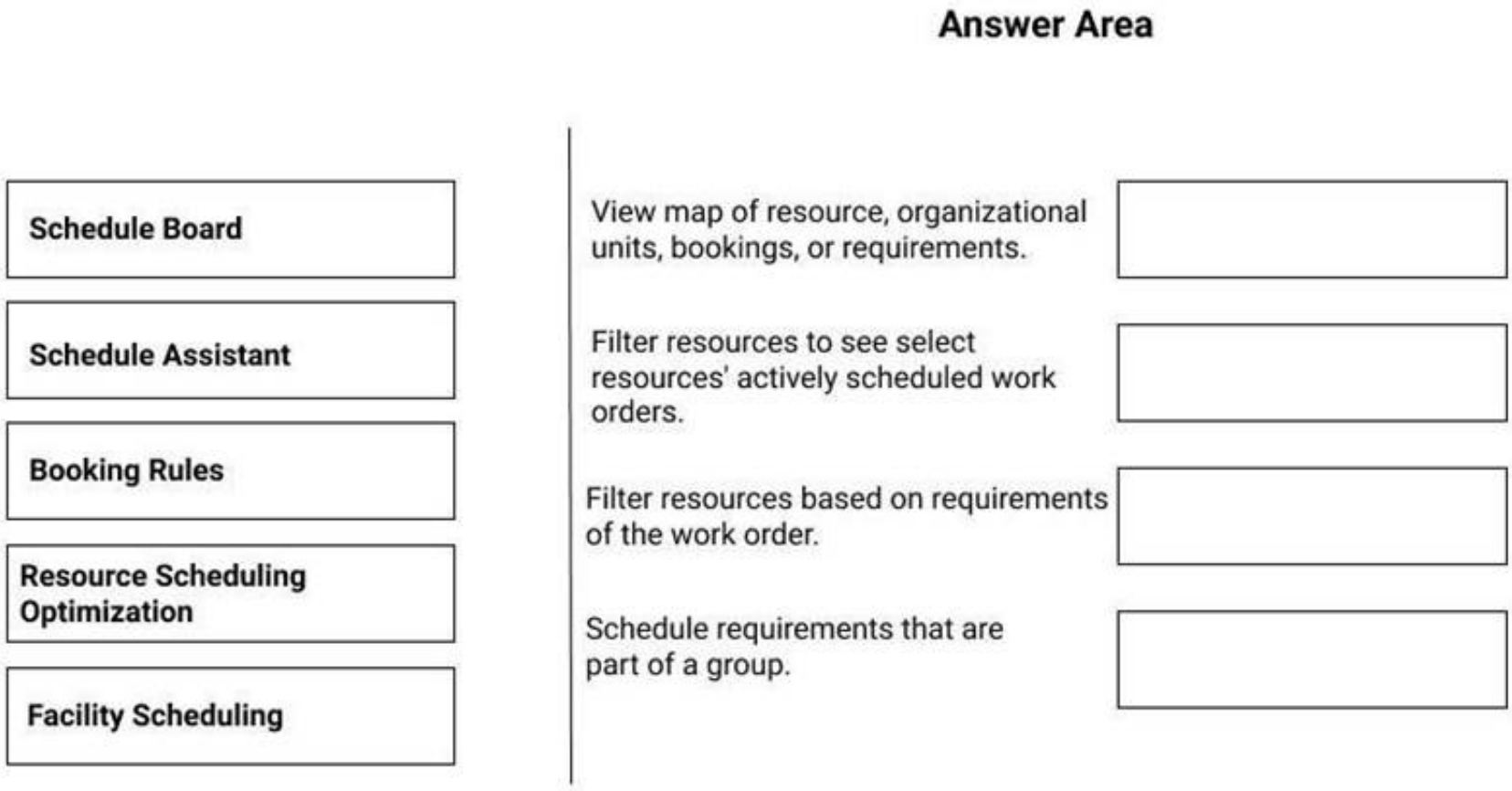
A. Mastered
B. Not Mastered

Answer: A

Explanation:



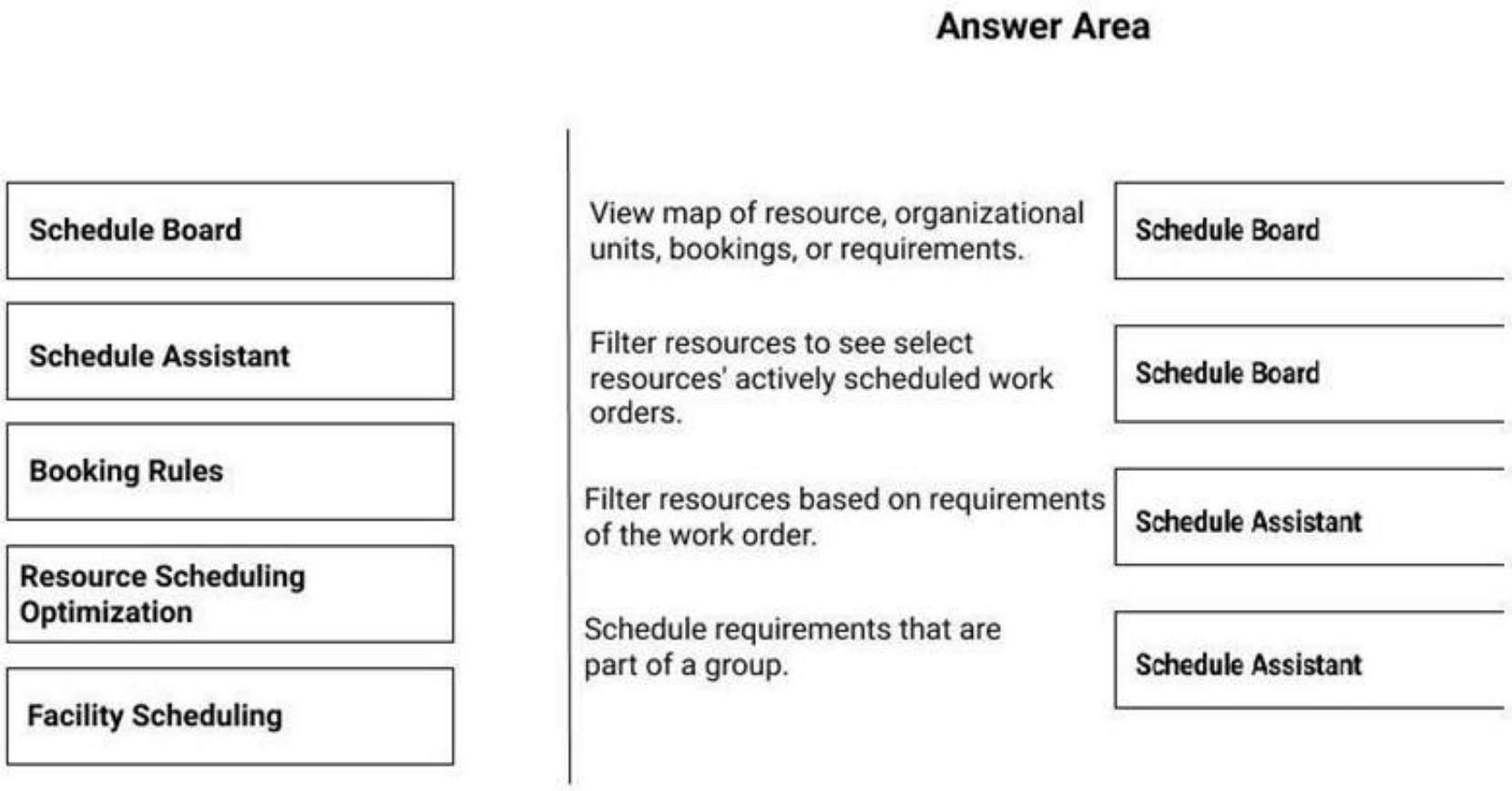
NEW QUESTION 15
DRAG DROP
A new member of your company's scheduling department is learning which scheduling function to use in Dynamics 365 for Field Service, based on different scenarios.
You need to provide a scheduling matrix to the new team member.
Which scheduling function should be used with each scenario? To answer, drag the appropriate function to the appropriate scenario. Each function 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:



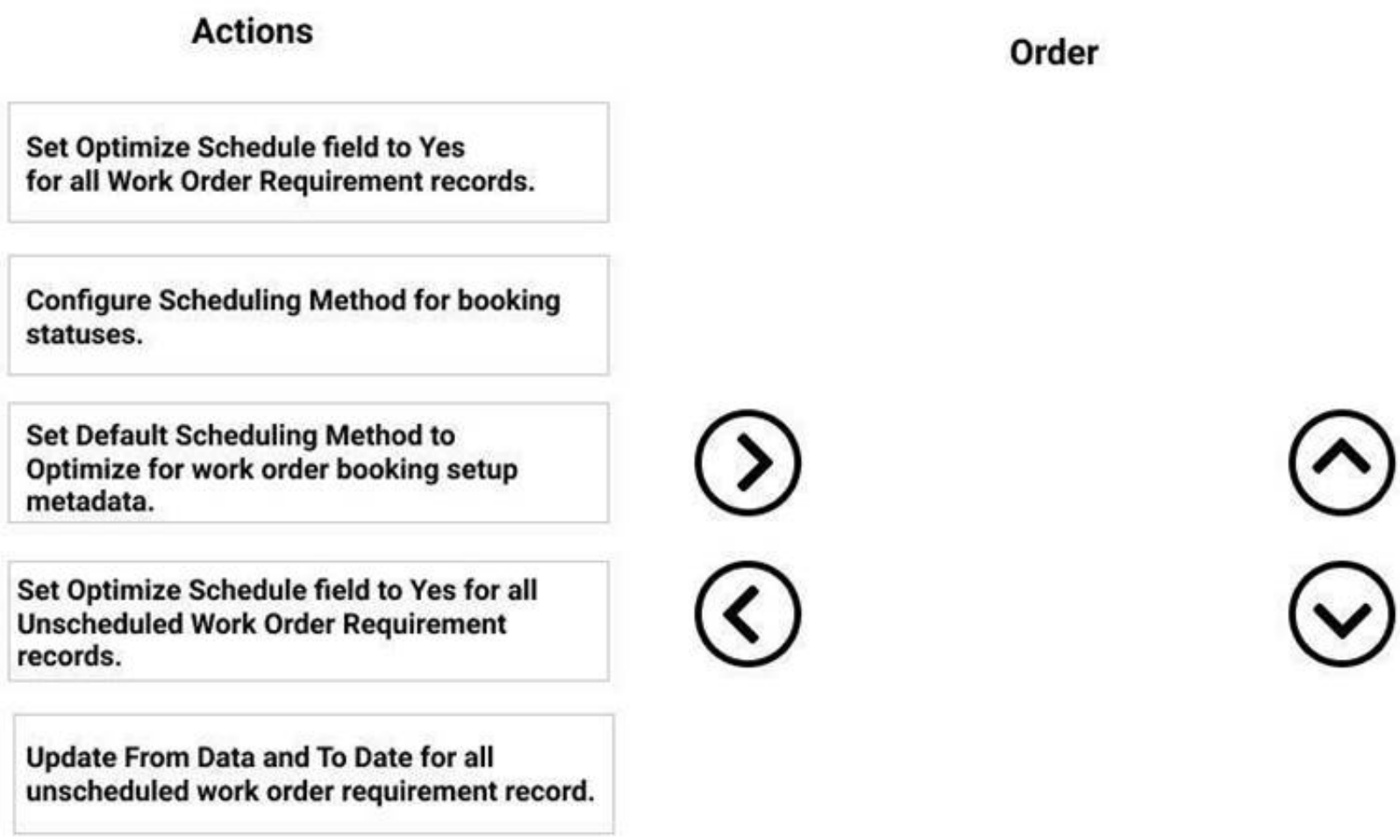
A. Mastered
B. Not Mastered

Answer: A

Explanation:



NEW QUESTION 17
DRAG DROP
You are setting your environment to use Resource Scheduling Optimization (RSO). You have enabled Optimize Schedule for all Bookable Resources.
You need to complete the remaining steps to prepare your work order data for optimization.
Which three actions should you perform, in sequence, to achieve the goal? 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:

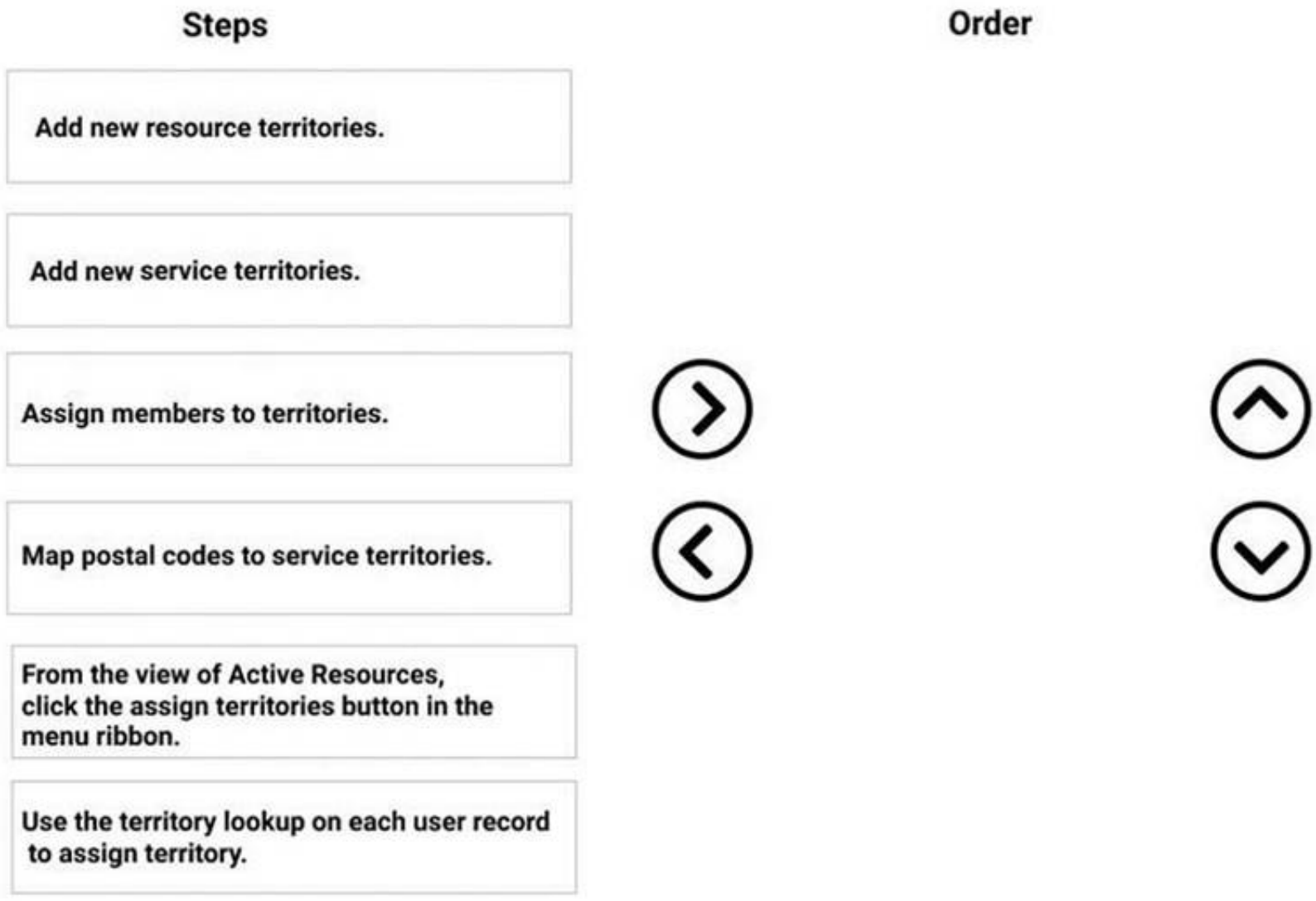


A. Mastered
B. Not Mastered

Answer: A

Explanation:
References: https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/rso-configuration

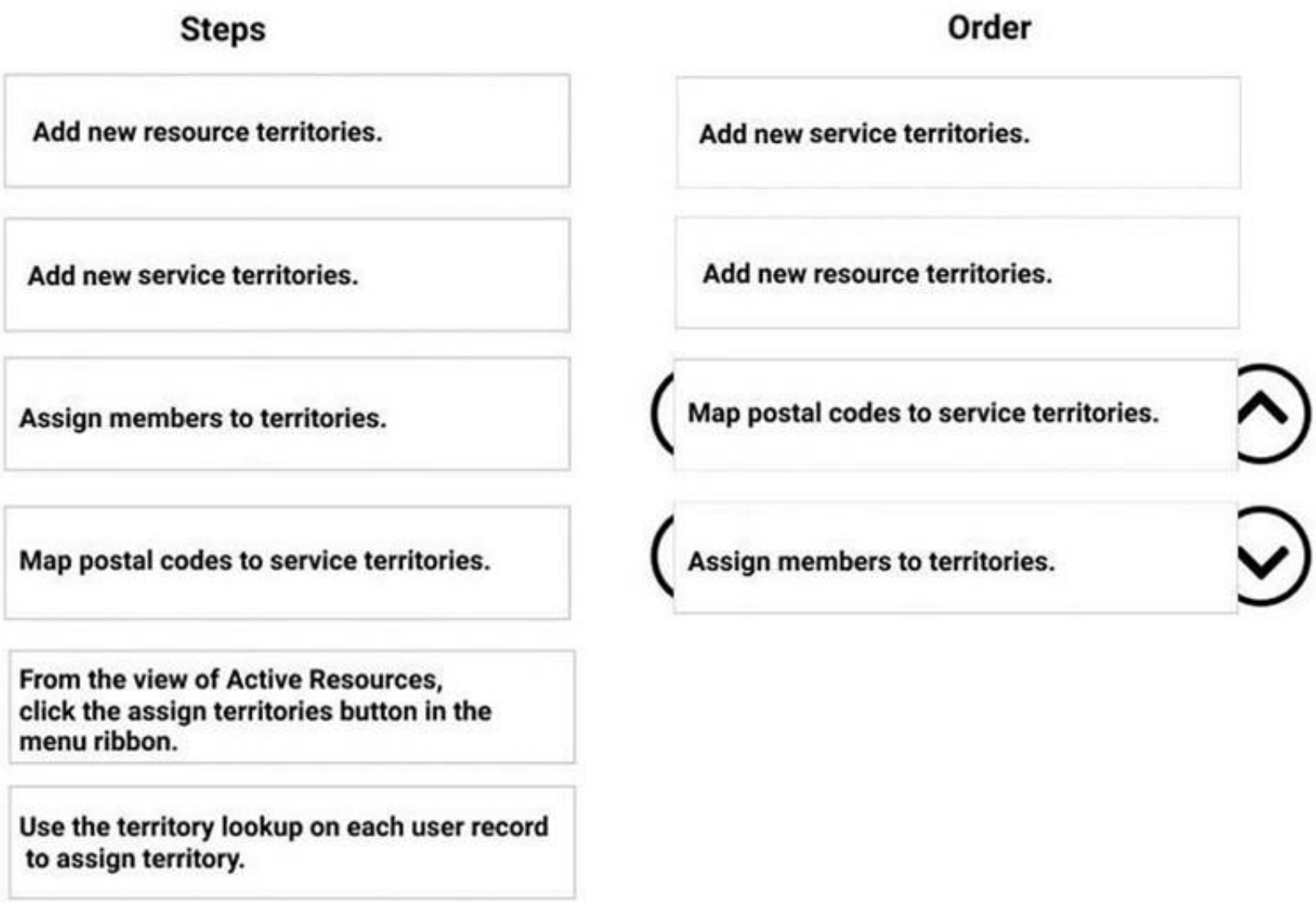
NEW QUESTION 22
DRAG DROP
You are a dispatcher for a cable installation company that provides installation services in multiple territories. The company is using Dynamics 365 for Field Service to manage their work orders. Every time a work order is created, the dispatch team is manually assigning the work order to a territory in order to book the correct resources.
You are tasked with ensuring that Dynamics 365 will automatically assign work orders to territories so that the dispatcher can search for the correct resources.
Which four steps, in sequence, must be configured to ensure that when work orders are created they will automatically be mapped to the correct territory? 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:



A. Mastered
B. Not Mastered

Answer: A

Explanation:



NEW QUESTION 24
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.

Answer: C

NEW QUESTION 29
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: AC

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

NEW QUESTION 30
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.

Answer: A

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

NEW QUESTION 32
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: BCE

NEW QUESTION 36
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

NEW QUESTION 38
You are a Dynamics 365 for Field Service Mobile customizer.
Your mobile technicians indicate that when in offline mode, they do not have access to the same data set that is available online. Offline mode contains less account and work order data, and users cannot see warehouses.
You need to determine which updates to make within the mobile project so that technicians can see the appropriate information.
Which three actions should you choose? Each correct answer presents a complete solution.

A. Update Synchronization setting to Always Full Sync.
B. Update entity Sync Filter.
C. Update View filters.
D. Update the Max Sync Records setting.
E. Update the entity Mode to Online and Offline.

Answer: BDE

NEW QUESTION 43
You are a Dynamics 365 for Field Service Administrator.
You have a requirement to make a custom attribute "Contract Status" required and to not allow invalid data to be entered in the attribute.
What are three ways that you can make an attribute required on a form within the Dynamics 365 for Field Service Mobile App and ensure invalid data cannot be entered? Each correct answer presents a complete solution.

A. Create an OnSave rule, and display a message to the user if the specific field does not meet the required conditions.
B. Create an OnChange rule, and set a simple validation for a field to check whether the field contains data.
C. Create an Option Set with all possible options for the attribute.
D. Create an OnChange rule to highlight a field when it does not contain correct field data.
E. Create an OnSave rule to check any field's data, but without highlighting the field when the condition is not met.

Answer: ACE

NEW QUESTION 48
You are a Dynamics 365 for Field Service Mobile (FSM) customizer.
Technicians report that they are not seeing their Bookings in the FSM app.
You need to investigate why they cannot see their bookings.
What are three actions you must take to perform your investigation? Each correct answer presents a complete solution.

A. Check Drip Scheduling setting on the Bookable Resource.
B. Check sync filter on Bookable Resource Booking View.
C. Check if sync filter on Bookable Resource entity is too restrictive for offline mode.
D. Check that FSM app is synching to server.
E. Check if sync filter on Bookable Resource Booking entity is too restrictive for offline mode.

Answer: ACE

Explanation:
References: https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/mobile-faq-bookings-not-showing

NEW QUESTION 53
You are a Dynamics 365 for Field Service Mobile Administrator (FSM).
When technicians log into FSM, they receive the following message: “Your organization has not configured Field Service Mobile.” You log into FSM and cannot reproduce the issue with your login.

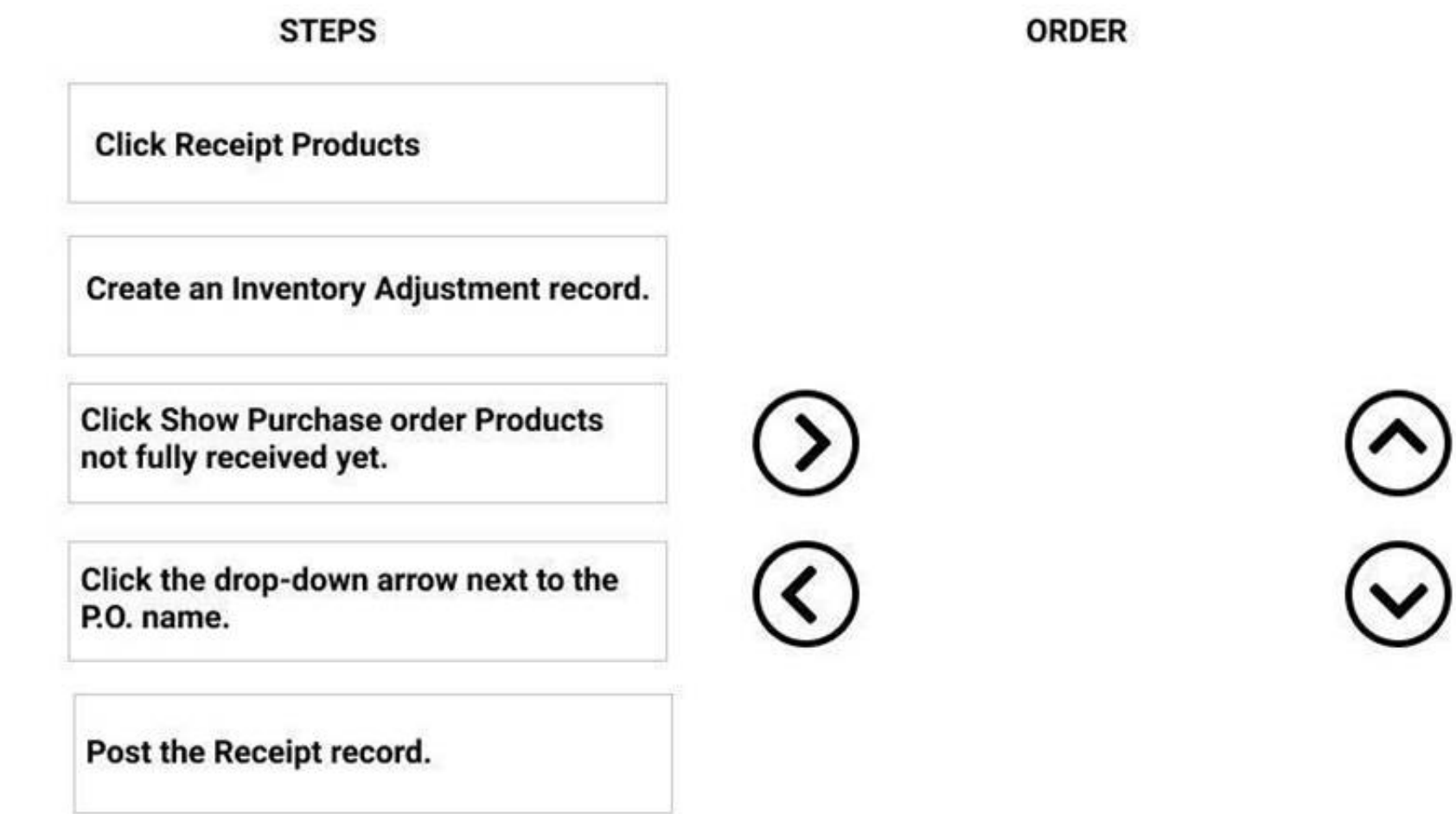
What must you do to fix the issue?

A. Update the Security Roles for the FSM project within Woodford.
B. Update the Priority for the FSM project within Woodford.
C. Update the Security Roles for all Bookable Resources within Dynamics 365.
D. Set Enabled for Field Service Mobile to Yes for all Bookable Resources.

Answer: D

Explanation:
References: https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/field-service-mobile-app-user-guide

NEW QUESTION 55
DRAG DROP
Your company's inventory clerk has received a truck shipment of parts for repair of equipment on such a rush order. The order needs to be completed as soon as possible.
Which three steps, in sequence, are needed to receive the products to the existing rush order in Field Service? 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:

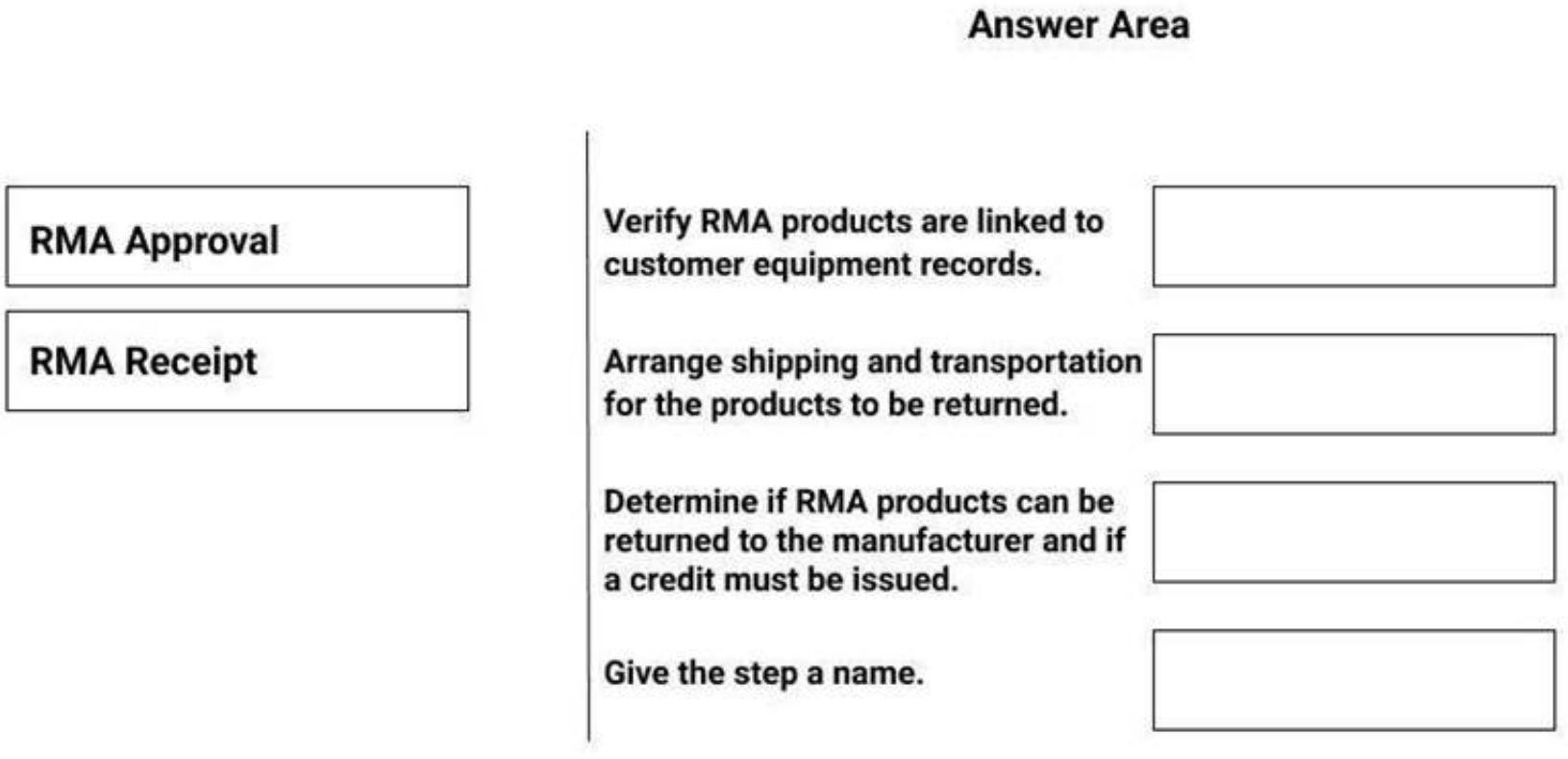


A. Mastered
B. Not Mastered

Answer: A

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

NEW QUESTION 60
DRAG DROP
There are certain steps a Field Service Manager must take for RMA approval, and then for creating an RMA receipt.
Which steps pertain to RMA Approval and which steps pertain to RMA Receipts? To answer, drag RMA Approval or RMA Receipts to the appropriate steps. RMA Approval and RMA Receipts may be used once, more than once, or not at an.
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:



A. Mastered
B. Not Mastered

Answer: A

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

NEW QUESTION 65
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