

# Microsoft

## Exam Questions mb-240

Microsoft Dynamics 365 for Field Service



#### 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 Business Closures.
- 5) Create Bookable Resources with Hourly Rates.

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.

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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 Agreement Products
- 3) Set Booking Recurrence
- 4) Create Invoice Setup
- 5) Define Invoice Recurrence

Does this meet the goal?

- A. Yes
- B. No

**Answer: B**

#### NEW QUESTION 3

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) 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

**Answer: B**

#### 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 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 6**

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.

Purchase Order

Agreement

Booking Status

Draft

Billed

Estimate

Expired

Traveling

In progress

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Answer Area

Purchase Order

Agreement

Booking Status

Draft

Purchase Order

Billed

Purchase Order

Estimate

Agreement

Expired

Agreement

Traveling

Booking Status

In progress

Booking Status

NEW QUESTION 7

The field service team manager needs you to give a new technician user access to the system. The technician will use the mobile application to fill out work orders when they are onsite doing filed work to repair factory motors at customer sites. When the dispatcher takes vacation, the new technician user will manage dispatcher functions.

Which two field service security roles will the new technician user need? Each correct answer presents part of the solution.

- A. Field Service-Dispatcher
- B. Field Service-App Access and Field Service -Resource
- C. Field Service-Mobile User
- D. Field Service-User

Answer: AB

Explanation:

References: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/view-user-accounts-security-roles#field-service-roles>

NEW QUESTION 8

DRAG DROP

To improve communications with customers, your company has decided to implement Twilio, a third-party communication platform that has call and messaging capabilities.

The Twilio solution includes a number of core components to deliver the capability, all of which need to be set up.

Which five steps should you take in sequence to prepare data for optimization? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

STEPS		ORDER
Configure Microsoft Flow Account.		
Set up a Twilio account.		
Generate account SID and authentication token.	➤	⬆
Configure SMS and IVR workflows.	⬅	⬇
Install a Twilio-managed solution.		
Obtain phone numbers.		

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

STEPS		ORDER
Configure Microsoft Flow Account.		Set up a Twilio account.
Set up a Twilio account.		Generate account SID and authentication token.
Generate account SID and authentication token.	➤	Install a Twilio-managed solution.
Configure SMS and IVR workflows.	⬅	Obtain phone numbers.
Install a Twilio-managed solution.		Configure SMS and IVR workflows.
Obtain phone numbers.		

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.

Descriptions	Answer Area	
	Resource Type	Not a Resource Type
Account		
User		
Service Center		
Equipment		
Team		

- 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

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: BD

NEW QUESTION 10

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:

Actions

Book the work order.

Create a new requirement group.

Create a requirement group template.

Add the incident type to a work order.

Associate an incident type to the requirement group template.

Book the requirement with the scheduling assistant.

Answer Area

- 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 15  
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.



Steps

Book the requirement group.

Set up booking rules.

Create a requirement group template.

Create a resource skills requirement template.

Create a new requirement group.

Associate fulfillment preference to a requirement group.

Order

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- A. Mastered
- B. Not Mastered

Answer: A

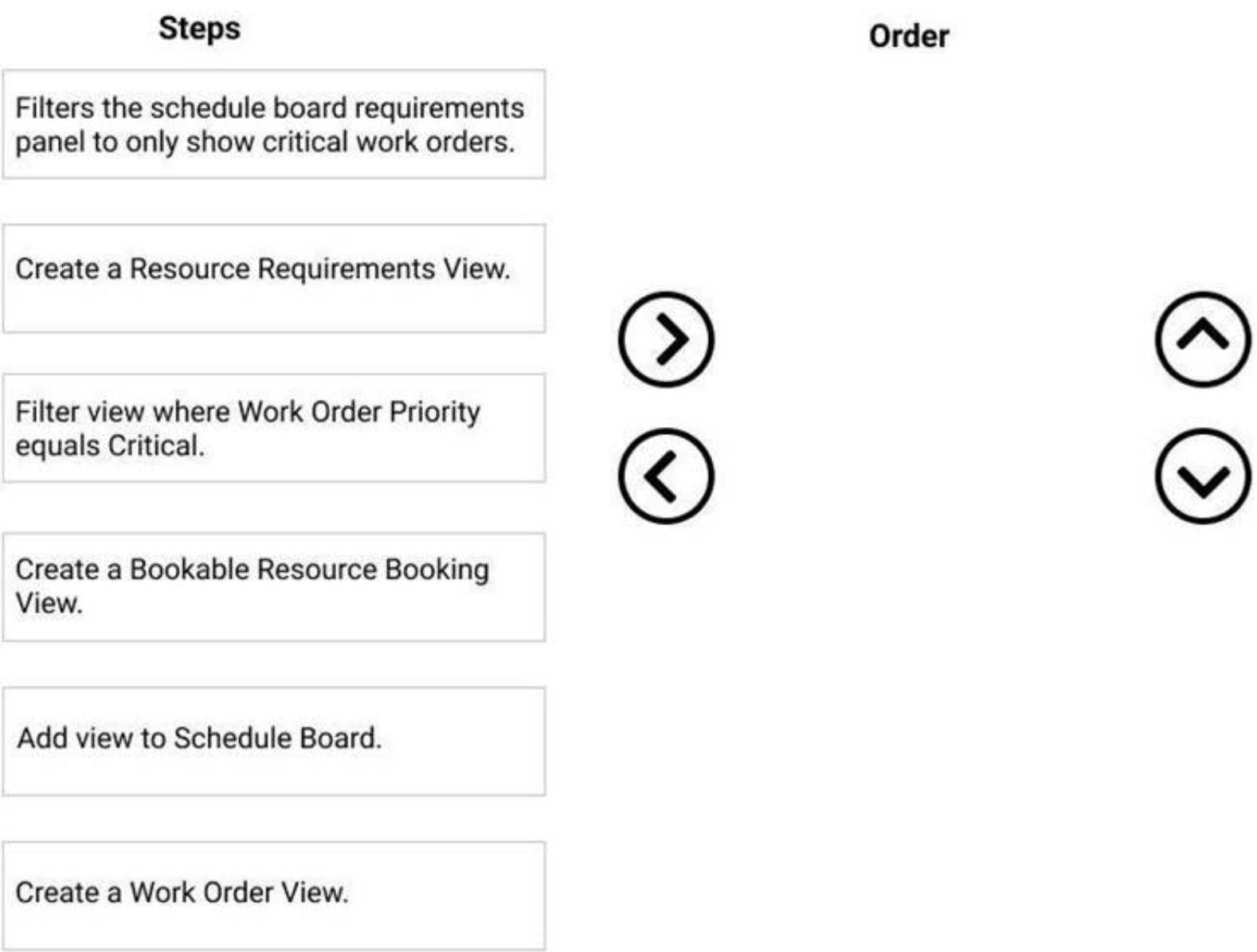
Explanation:  
References: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/multi-resource-scheduling-requirement-groups>

NEW QUESTION 20

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:

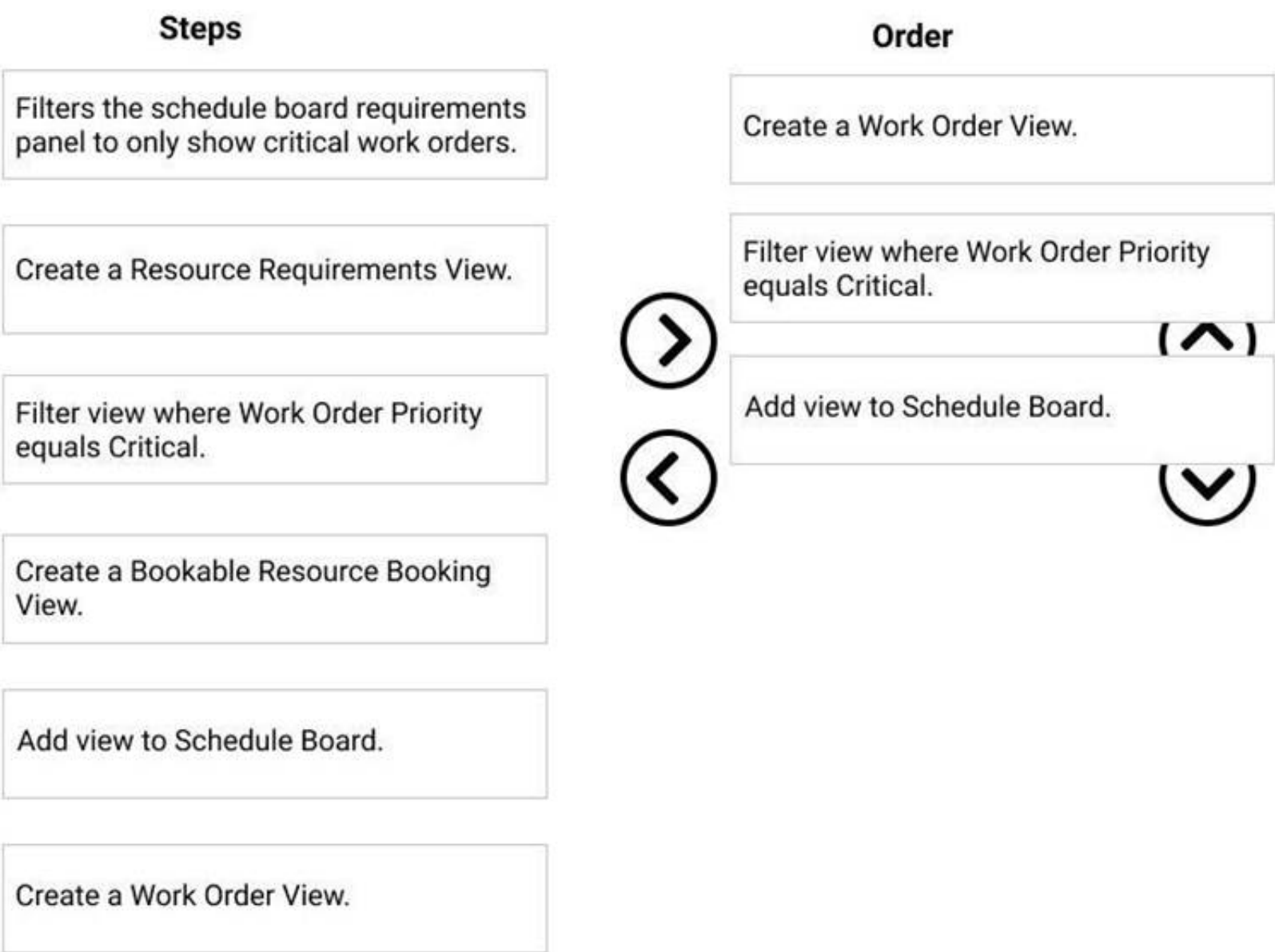




- A. Mastered
- B. Not Mastered

Answer: A

Explanation:



NEW QUESTION 23

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:

Answer Area

Schedule Board	View map of resource, organizational units, bookings, or requirements.	
Schedule Assistant	Filter resources to see select resources' actively scheduled work orders.	
Booking Rules	Filter resources based on requirements of the work order.	
Resource Scheduling Optimization	Schedule requirements that are part of a group.	
Facility Scheduling		

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area

Schedule Board

Schedule Assistant

Booking Rules

Resource Scheduling Optimization

Facility Scheduling

View map of resource, organizational units, bookings, or requirements.

Filter resources to see select resources' actively scheduled work orders.

Filter resources based on requirements of the work order.

Schedule requirements that are part of a group.

Schedule Board

Schedule Board

Schedule Assistant

Schedule Assistant

NEW QUESTION 27

You are Dynamics 365 for Field Service Administrator and work for a manufacturing company. The company provides customers with large power systems for sophisticated data centers. The power systems are serviced by a field engineering team. The field engineering team documents work done on repairs and maintenance by completing Work Orders within Dynamics 365. You need to easily schedule work orders for the field engineering team via the schedule and enable geocoding. Which two steps must you take to schedule resources via the schedule board and enable geocoding? Each correct answer presents part of the solution.

- A. Connect to Maps in Resource Scheduling.
- B. Configure the map on the Schedule Board.
- C. Set Auto Geo Code Addresses to Yes in Resource Scheduling.
- D. Set Auto Geo Code Addresses to Yes in Field Service Settings.

Answer: AC

NEW QUESTION 32

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:

Steps	Order	
Add new resource territories.		
Add new service territories.		
Assign members to territories.	➤	⬆
Map postal codes to service territories.	⬅	⬇
From the view of Active Resources, click the assign territories button in the menu ribbon.		
Use the territory lookup on each user record to assign territory.		

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Steps	Order	
Add new resource territories.		Add new service territories.
Add new service territories.		Add new resource territories.
Assign members to territories.	⌋	Map postal codes to service territories. ⬆
Map postal codes to service territories.	⌋	Assign members to territories. ⬇
From the view of Active Resources, click the assign territories button in the menu ribbon.		
Use the territory lookup on each user record to assign territory.		

NEW QUESTION 33

The company has hired a new manager to set up and configure Field Service to automatically schedule work orders to the most appropriate resource scheduling. The manager is unable to optimize requirements and bookings related to work orders. Which three settings are required? Each correct answer presents part of the solution.



- A. Assign the Field Service-Administrator security role to the RSO user.
- B. Add the RSO dispatcher role to a dispatcher.
- C. Enable Resource Scheduling Optimization.
- D. Set Connect to Maps as Yes.
- E. Add RSO to the profile Field Service-Administrator.

Answer: CDE

Explanation:

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

NEW QUESTION 37

DRAG DROP

Your organization wants to use the Field Service Mobile App for technicians in the field.

You need to install the solution, so it can be configured for mobile technicians.

What are the four steps you need to perform, in sequence, to ensure the mobile solution is ready for configuration and deployment? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Steps		Order
Select Publish to enable the derived template for mobile use.		
Install the Field Mobile Configuration Solution in Woodford.		
Open the parent mobile project template and select Publish All.	➤	⬆
Install the Field Service Mobile configuration tool in Dynamics 365.	⬅	⬇
Highlight the mobile project template and select Derive. Assign the security roles.		
Import the field service mobile project template. Publish the template.		

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

References: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/install-field-service#download-the-field-service-mobile-app-on-a-phone-or-tablet>

NEW QUESTION 39

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 41

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: ABD

NEW QUESTION 46

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

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.

Order

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- 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 51

You are a Dynamics 365 for Field Service Billing Administrator. Your customer wants to purchase a series of quarterly preventative maintenance visits as well as bi-weekly site visits.  
The customer wants to be billed for the preventative maintenance quarterly but billed for the site visits monthly.  
What are two ways that this can be completed against a single Agreement? Each correct answer presents a complete solution.

- A. Create Invoice Setup for preventative maintenance, with Invoice Products tied to Quarterly Price List.
- B. Create Invoice Setup for preventative maintenance with Invoice Recurrence of every three months.
- C. Create Invoice Setup for site visits, with Invoice Recurrence of each month.
- D. Create Invoice Setup for site visits, with Invoice Products tied to Monthly Price List.

Answer: BC

Explanation:

References: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/set-up-customer-agreements#add-invoice-setup>

NEW QUESTION 56

You are a Dynamics 365 for Field Service Administrator.  
You need to add two compressor sub-components to one of the refrigerator customer assets, in the environment and set up the sub-components for the customer asset.  
What must you do to properly set up the assets?

- A. Add the compressor sub-components as sub-assets on the refrigerator customer asset record.
- B. Click View Hierarchy on the refrigerator customer asset record.
- C. Set the Master Asset on the sub-components to the refrigerator Customer Asset record.
- D. Add the compressor sub-components as customer asset records.

**Answer:** A

#### **NEW QUESTION 61**

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