



MB-240^{Q&As}

Microsoft Dynamics 365 Field Service

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QUESTION 1

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.

Correct Answer: ADE

QUESTION 2

You are setting up assets for a customer.

The VP of Field Service wants to have greater visibility to all the serialized components of an asset in a hierarchical view.

Solution: You create Asset Properties to describe each component for viewing in a hierarchy.

Does this meet the goal?

- A. Yes
- B. No

Correct Answer: B

QUESTION 3

As part of the Microsoft Dynamics 365 Field Service implementation, your company wants to track the time that technicians spend on work orders and other scenarios. The company wants to be able to report on utilization and billing.

You need to advise on the ways time entries can be created in Field Service.

What are three possible ways? Each correct answer presents a complete solution.



NOTE: Each correct selection is worth one point.

- A. Automatically for bookings related to Custom Entities
- B. Manually for Custom Business Processes
- C. Automatically for Work Order bookings
- D. Automatically for bookings related to Cases
- E. Automatically for Time-off requests

Correct Answer: BCE

QUESTION 4

You have configured Microsoft Dynamics 365 Customer Voice, along with Dynamics 365 Field Service.

Your manager wants to add the customer's First Name, Last Name, and Work Order Number to the survey.

In which two survey elements can you add these variables? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Section description
- B. Footer text
- C. Post-survey message heading
- D. Survey header

Correct Answer: AC

QUESTION 5

You are configuring Dynamics 365 Field Service to create an option to see only a specific set of resources on the schedule board. As part of the system setup, all Resources have been assigned to a territory. You want to create the option to

see only resources that are in Washington territory.

Solution: You highlight the Washington Territory in the Map View of the Filter and Map View section.

Does this meet the goal?

- A. Yes
- B. No

Correct Answer: B



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