MB-240^{Q&As}

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Microsoft Dynamics 365 Field Service

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QUESTION 1

Your client recently started using the inspections functionality in Microsoft Dynamics 365 Field Service. The client has many instances where work orders are not required for carrying out inspections.

You need to provide a solution so that field technicians can carry out inspections without work orders.

What should you do?

A. Add inspections to customer assets.

B. Add inspections to a crew.

C. Add inspections to cases.

D. Add inspections to a field technician.

Correct Answer: A

QUESTION 2

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	
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.	

Correct Answer:

Answer Area

Schedule Board	
Schedule Assistant	
Booking Rules	
Resource Scheduling Optimization	
Facility Scheduling	

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

QUESTION 3

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 Area

track the return		Mark when the return was approved.	
other return to vendor options		Mark when the return was shipped.	
		Mark when the return was received.	
		Issue credit to the customer.	
		Issue a credit memo.	

Correct Answer:

Answer Area

track the return	
other return to vendor options	

Mark when the return was approved.	track the return
Mark when the return was shipped.	track the return
Mark when the return was received.	track the return
Issue credit to the customer.	other return to vendor options
Issue a credit memo.	other return to vendor options

References: https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/process-return
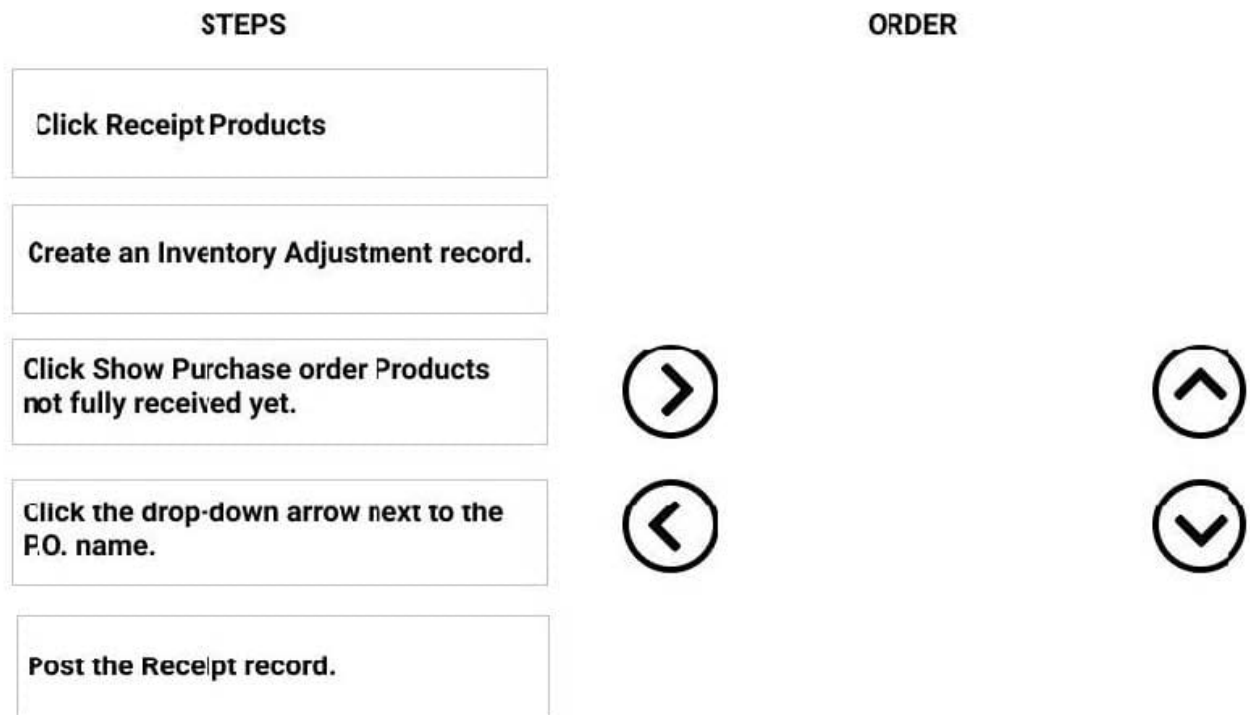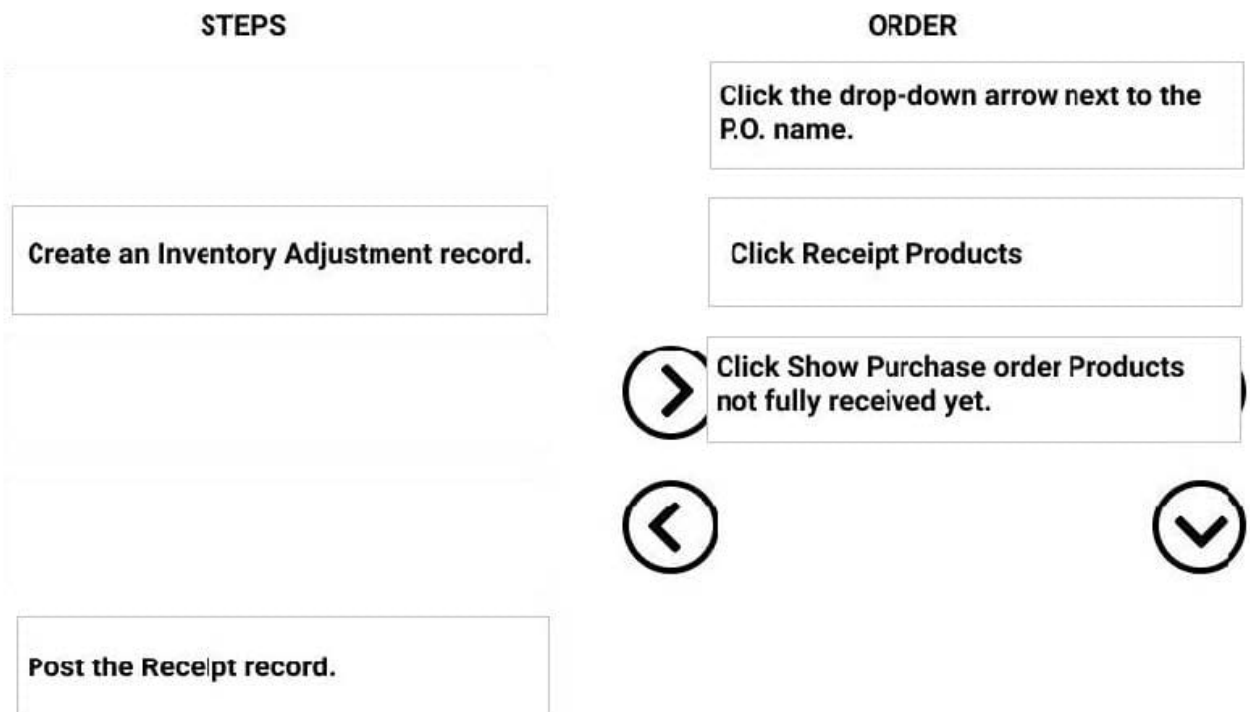
QUESTION 4

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:

STEPS

Click Receipt Products

Create an Inventory Adjustment record.

Click Show Purchase order Products not fully received yet.

Click the drop-down arrow next to the P.O. name.

Post the Receipt record.

ORDER

Correct Answer:

STEPS

Create an Inventory Adjustment record.

Post the Receipt record.

ORDER

Click the drop-down arrow next to the P.O. name.

Click Receipt Products

Click Show Purchase order Products not fully received yet.

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

QUESTION 5

Your company is expanding nationally.

You need to configure tax codes for a new territory, so the company can start to operate in the new territory.

You realize that you can identify which field service record types the tax code will be applied to.

Which three Field Service record types are taxable within the new tax code? Each correct answer presents a complete solution.

A. Agreements

B. Services

C. Purchase Orders

D. Products

E. Work Orders

Correct Answer: ABD

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