



# MB-240<sup>Q&As</sup>

Microsoft Dynamics 365 Field Service

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### QUESTION 1

You are a Dynamics 365 for Field Service scheduler using the Schedule Assistant.

You notice the Schedule Assistant always sets the Default Radius to 25 KM.

You need to have the schedule assistant Default Radius set to 50 Miles.

Which two options should you choose? Each correct answer presents a complete solution.

- A. Set the Default Radius Unit to Miles under Field Service Settings, Work Order/Booking section.
- B. Set the Default Radius Value to 50 under Scheduling Parameters.
- C. Set the Default Radius Value to 50 under Field Service Settings, Work Order/ Booking section.
- D. Set the Default Radius Unit to Miles under Scheduling Parameters.

Correct Answer: BD

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### QUESTION 2

You are configuring the schedule board so that dispatchers can:

1.  
see all resources on the schedule board at once, with no filtering based on resource type, internal and subcontractors.
2.  
quickly look at the board, and determine who is internal versus external.

You need to ensure dispatchers can see the resource type.

In which two places should you add the Resource Type field? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. To Resource Details View
- B. To Resource Tooltips View
- C. To Resource Cell Template
- D. To Retrieve Resources Query

Correct Answer: CD

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### QUESTION 3

Your company is implementing a new CRM system. They have selected Microsoft Dynamics 365 Field Service because



of its flexibility.

During the basic training sessions, you need to train the field service team on how work orders are created.

What are three out-of-the-box ways to create work orders? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. from a purchase order
- B. from the Dynamics 365 Field Service mobile app
- C. from an asset
- D. from a case record
- E. from an agreement

Correct Answer: BDE

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#### QUESTION 4

As a new start-up field services company, you are looking to streamline your customer service process to provide the best customer service experience.

Your company has decided to implement Dynamics Field Services as the foundation for its customer service management processes.

You need to ensure that the cases that the customer service team creates can be quickly and efficiently converted to work orders (that will minimize the need to add additional information to the work orders) using the out-of-the-box capabilities.

Which key item do you need to configure before the customer service agents will be able to convert a case to a work order?

- A. Resources
- B. Work Order Types
- C. Booking Rules
- D. Incident Type

Correct Answer: D

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

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#### QUESTION 5

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

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