MB-240^{Q&As}

Microsoft Dynamics 365 Field Service

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2 / 5

QUESTION 1

You are a Contoso, Ltd. dispatcher for Dynamics 365 Field Service application.

A technician\'s mobile phone is having difficulties, and the Field Service Mobile app will not open. The technician is headed to a work site and needs directions.

How can you provide the technician with directions?

A. Click on Get Driving Directions from the Work Order record.

B. Click on Get Driving Directions from the Actions menu on the Schedule Board.

C. Click Geo Code from the Work Order record.

D. Click Geo Code from the Booking record.

Correct Answer: B

QUESTION 2

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.

Select and Place:

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.	

Correct Answer:

STEPS

| Configure Microsoft Flow Account. |

ORDER

| Set up a Twilio account. |

| Generate account SID and authentication token. |

| Install a Twilio-managed solution. |

| Obtain phone numbers. |

| Configure SMS and IVR workflows. |

QUESTION 3

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 never received back in IoT

Central.

You need to resolve the issue.

Which should you do?

A. Confirm that the Power Automate When a work order is created in Connected Field Service, update IoT Central is set up properly.

B. Create an IoT Command in Dynamics 365 to trigger an update in IoT Central.

C. Reconfigure the devices and send an update to IoT Central.

D. Create an IoT action in Dynamics 365 to trigger an update in IoT Central.

Correct Answer: A

QUESTION 4

You are implementing Microsoft Dynamics 365 Field Service.

Your organization is using the Dynamics 365 Field Service mobile app as a standalone application. There are no integrations planned for the first year. You realize all the products in the Main Warehouse have product inventory records,

however, the quantity On Hand for all are set to 0.

You need to update the quantity on hand of all the products within the Main Warehouse?

What should you do?

A. Navigate to the Product Inventory sub-area. Go to Product Inventory View and manually update the Quantity On Hand value for the products associated with the Main Warehouse.

B. Import an updated product inventory file with the updated quantity On Hand value for the products associated with the Main Warehouse.

C. Create an inventory adjustment and inventory adjustment product record for each product that requires an update within the Main Warehouse.

D. Create an Inventory Transfer from an Adjustment Warehouse for the proper quantity On Hand value.

Correct Answer: C

QUESTION 5

Your customer recently implemented Return Merchandise Authorization (RMA).

Your customer wants to streamline the return process. When items are returned to the warehouse, the returned item should be scanned with a mobile device when it is received. This is the only function to be performed by the RMA Receipts

user.

What is your recommendation for the most efficient solution?

A. Enable RMA Receipts on the Dynamics 365 Field Service mobile app.

B. Use the web client on a device similar to Windows Surface or Apple MacBook, and attach a scanner using a USB cable.

C. Suggest a Warehouse Management System (WMS) for this customer.

D. Build a Power App to streamline the RMA Receipt process to run either on a phone or on a device such as a tablet.

Correct Answer: C

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