



MB-240^{Q&As}

Microsoft Dynamics 365 Field Service

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QUESTION 1

Your customer asks you to create several work order reports that can be run on-demand. After a discussion about the requirements, you determine that the Report Wizard is the best option.

You need to train your customer on Report Wizard features and customization.

Which three features are available? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Data filters
- B. Use an existing view
- C. Power BI Charts
- D. Grouping
- E. Calculation column
- F. Data insights

Correct Answer: ABD

QUESTION 2

You are advising your customer on how to configure their territories.

You need to identify the options that are related to territories during the configuration.

Which three relationships are available? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Territory Hierarchies
- B. Accounts
- C. Contacts
- D. Postal Codes
- E. Resources

Correct Answer: BDE

QUESTION 3

You need to use the Agreement function in Microsoft Dynamics 365 Field Service to automatically generate work orders and invoices. This configuration will be used for preventative and maintenance work.



You need to determine the configurations that are available for you to use in the Agreements setup.

Which three configurations are available? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Auto Generate Work Order
- B. Resources Priority
- C. Auto Generate Booking Dates in 24 hours
- D. Generate Work Order Days in Advance
- E. Booking Recurrence specification

Correct Answer: ADE

QUESTION 4

Your organization wants to use the new Microsoft Dynamics 365 Field Service mobile app. You need to install this app for the technicians.

In order to run the initial tests, you install the mobile app and connect with the Sandbox environment to verify that everything is working as expected.

Now, you want to connect the mobile app to the Production environment.

Which two actions should you take? Each correct answer presents a part of the solution.

NOTE: Each correct selection is worth one point.

- A. Sign out, and then log in as your new production user.
- B. Stay logged in, and select Reconfigure to delete data and clear cache from your device.
- C. Go to the main menu, then select the Settings icon.
- D. Go to the main menu, then select the Person icon.

Correct Answer: BD

QUESTION 5

You are viewing the Microsoft Dynamics 365 Field Service historical insights report.

You need to determine the options available for filtering on the reports.

Which three options are available for filtering? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Service task



B. Service territory

C. Asset

D. Technician

E. Date range

Correct Answer: BDE

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