



MB-240^{Q&As}

Microsoft Dynamics 365 Field Service

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QUESTION 1

You are working with your customer to define their schedule board.

Your customer needs you to add or create additional views for their scheduling team.

Solution: Create a new view in the Bookable Resource Bookings Views. Then, edit or create a new tab on the schedule board, and update the Requirements Panel with the new view.

Does this meet the goal?

- A. Yes
- B. No

Correct Answer: A

QUESTION 2

You are a field service technician. You need to supply a fan belt for a compressor at a customer site. When checking the stock in your van you realize your fan belt inventory is showing 0.

You need to initiate a transfer from the stock at the home office.

Which two fields must you use to complete the transfer of stock? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. To Location
- B. Destination Warehouse
- C. Source Warehouse
- D. From Location

Correct Answer: BC

QUESTION 3

Your company decided they want the Field Service territory structure to match that of the already defined sales territories within Dynamics 365. This would allow reporting by territory on the Sale and related warranty work on products in a

specific territory. It will also allow scheduling of resources based on location.

You have been tasked with setting up the territories to allow for scheduling work and filtering by technicians.

Which two pieces of information must you provide when setting up Territories so work can be scheduled to the



appropriate technicians? Each correct answer presents part of the solution.

- A. Users assigned to one or more territory
- B. Territory Name
- C. Territory Manager
- D. Bookable Resources assigned to one or more territory

Correct Answer: BC

QUESTION 4

You have created a new entity to tie to the Asset to capture key data. You launch the Microsoft Dynamics 365 Field Service mobile app in offline mode.

You need to ensure that you can see the entity.

What should you do?

- A. Sign in to Power Apps, and ensure the entity is enabled for mobile offline.
- B. Sign in to Power Apps, and ensure the entity is enabled for Microsoft Outlook mobile offline.
- C. Sign in to the System Business Settings to ensure the entity is enabled for mobile offline.
- D. Enable the entity for mobile.

Correct Answer: A

QUESTION 5

You are working on the Dynamics 365 Field Service self-scheduling portal. You are explaining the states of a booking or appointment that are visible in the portal to your customer.

The customer asks which portal states will yield a message that includes a link to an online web experience hosted on Microsoft Power Portals.

Which three messages will include this link? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Booking Canceled
- B. Booking Reminder
- C. Booking Complete
- D. Technician Traveling
- E. Booking Committed



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Correct Answer: ACD

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