



# 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 system administrator.

You are configuring a new instance of Dynamics 365 for Field Service. The organization needs to automatically generate work orders based on agreements, and send invoices on a recurring basis by customer.

Solution: You implement the following configuration changes.

1) Create Agreement 2) Define Agreement Products 3) Set Booking Recurrence 4) Create Invoice Setup 5) Define Invoice Recurrence

Does this meet the goal?

A. Yes

B. No

Correct Answer: B

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### QUESTION 2

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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### QUESTION 3

You are configuring Dynamics 365 Field Service to create an option to see only a specific set of resources on the schedule board. As part of the system setup, all Resources have been assigned to a territory. You want to create the option to

see only resources that are in Washington territory.



Solution: You filter the Territories in the Filter section of Filter and Map View.

Does this meet the goal?

A. Yes

B. No

Correct Answer: A

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#### QUESTION 4

You are setting up assets for a customer.

The VP of Field Service wants to have greater visibility to all the serialized components of an asset in a hierarchical view.

Solution: You create an Asset Category and associate it with each component, and use the Location Tree for viewing.

Does this meet the goal?

A. Yes

B. No

Correct Answer: B

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#### 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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