



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

Microsoft Dynamics 365 Field Service

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### QUESTION 1

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

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### QUESTION 2

You are setting up a new agreement for one of your customers in Dynamics 365 Field Service, so that your dispatchers and technicians are informed, and scheduled to work on the appropriate equipment.

Based on the contract details, you create the agreement and enter the work order and booking settings information. The work order is scheduled, but the technician is unable to see any details about which asset is included, nor any of the parts and services that are also included.

You need to ensure the technician can view the missing details.

What should you do?

- A. Create an Agreement Service and Service Task record, and add the appropriate details.
- B. Create an Agreement Incident Record and associated Service Task record, and add the appropriate details.
- C. Add the Customer Asset to the Work Order Settings details, and add the appropriate details.
- D. Add the Customer Asset to the agreement record, and add the appropriate details.

Correct Answer: B

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### QUESTION 3

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

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### QUESTION 4

You are a Microsoft Dynamics 365 Field Service dispatcher. A customer's work order has a particular characteristic and time requirement that is different from most other work orders.

You need to be shown the most suitable resources, and manually book the one that matches the customer's requirements.

What should you do?

- A. Schedule by using drag and drop on the Schedule Board.
- B. Schedule by building a rule to automatically assign the customer-preferred resource.
- C. Schedule the using Resource Scheduling Optimization.
- D. Schedule by using the Schedule Assistant.

Correct Answer: D

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### QUESTION 5

Your organization is planning to implement Microsoft Dynamics 365 Field Service mobile app based on the Microsoft Power Platform.

You need to install this app on a mobile device and test it.

What are the two prerequisites for installing the mobile app? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.



- A. Ensure the minimum supported version of the Field Service solution is installed.
- B. Ensure the user is has the Field Service-Resource security role.
- C. Ensure the user is correctly set up in the Woodford solution.
- D. Ensure the user is assigned the appropriate Microsoft Power Apps license.

Correct Answer: AB

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