MB-240 Q&As

Microsoft Dynamics 365 Field Service

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QUESTION 1

A customer is using Microsoft Dynamics 365 Guides with their new HoloLens devices for technicians.

You need to ensure technicians can see and use Dynamics 365 Guides within Microsoft Dynamics 365 Field Service.

What must you do?

A. Attach the guide to a work order service task record.

B. Attach the guide to a work order activity record.

C. Create a work order and attach the guide to the work order record.

D. Attach the guide to a bookable resource booking record.

Correct Answer: A

QUESTION 2

Work Orders, once completed and reviewed, need to go to Dynamics 365 Finance and Operations for invoicing. All Closed-Posted work orders should be sent to Dynamics 365 Finance and Operations, but the Common Data Service project template keeps failing.

What must you do to have the integration complete successfully?

A. Set Default Work Order Completed Status to Closed - Posted

B. Set Work Order Invoice Creation setting to On Work Order Posted

C. Set Work Order Invoice Creation setting to Never

D. Create Work Order Sub-Status of Dynamics 365 Finance and Operations Invoice. Set work order sub-status to Dynamics 365 Finance and Operations Invoice

Correct Answer: C

QUESTION 3

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

QUESTION 4

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

QUESTION 5

You are managing a Microsoft Dynamics 365 Field Service implementation with model-driven apps for each workstream. Users are reporting that they see all workstream model-driven apps when they log into Dynamics 365, even though only

a single workstream is relevant to their work.

You need to configure the model-driven apps to ensure users can only see the single model-driven app relevant to their work.

What should you do?

A. Ensure each model-driven app is saved with the workstream security roles applied, and each user is given the system administrator security role.

B. Ensure each model-driven app is saved with the workstream security roles applied, and each user is given the system customizer security role.

C. Ensure each model-driven app is saved with the workstream security roles applied, each user is only given the security role relevant for their workstream.

D. Ensure each model-driven app is saved with all security roles applied, and each user is only given the security role relevant for their workstream.

Correct Answer: C

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