



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

Microsoft Dynamics 365 Field Service

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## QUESTION 1

### DRAG DROP

You are a Dynamics 365 for Field Service administrator. Your company only uses contractors as Bookable Resources. The contractors are not licensed Dynamics 365 users.

The scheduling team books work orders to resources based on location. The team provides you with scenarios because many resources are not showing up in the scheduling assistant.

You need to update bookable resource records based on the provided scenarios.

Which address type should you use with each scenario? To answer, drag the appropriate address type to the appropriate scenario. Each address type may be used one, more than once, or not at all. You may need to drag the split bar

between panes or scroll to view the content.

NOTE: Each correct selection is worth one point.

Select and Place:

| Entity                |                             | Requirement   |  |
|-----------------------|-----------------------------|---|--|
| Location Agnostic     | Contact Addresses           | Contractors in TerritoryA start the day at their home location. |  |
| Business Unit Address | Organizational Unit Address | Contractors in Territory8 do not have a starting location.      |  |
| Resource Address      |                             | Contractors in TerritoryA end the day at TerritoryA office.     |  |

Correct Answer:



## Answer Area

### Entity

Business Unit Address

Resource Address

### Requirement

Contractors in TerritoryA start the day at their home location.

Contact Addresses

Contractors in Territory8 do not have a starting location.

Location Agnostic

Contractors in TerritoryA end the day at TerritoryA office.

Organizational Unit Address

References: <https://docs.microsoft.com/en-us/learn/modules/configure-bookable-resources-urs-dynamics-field-service/3-define-bookable-resources>

## QUESTION 2

### DRAG DROP





You are a Dynamics 365 for Field Service Administrator. You are working with your company's scheduling team on requirements for a new schedule board view.

The team needs a schedule board view where they only see work orders with a priority of Critical.

Which three steps should you perform, in sequence, to meet their need? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Select and Place:



| Steps  |  | Order   |
|--|--|---|
| Filters the schedule board requirements panel to only show critical work orders. |  |   |
| Create a Resource Requirements View.   | <br> |  |
| Filter view where Work Order Priority equals Critical.                           |  |  |
| Create a Bookable Resource Booking View.   |  |   |
| Add view to Schedule Board.  |  |   |
| Create a Work Order View.  |  |   |

Correct Answer:



### Steps

Filters the schedule board requirements panel to only show critical work orders.

Create a Resource Requirements View.

Create a Bookable Resource Booking View.

### Order

Create a Work Order View.

Filter view where Work Order Priority equals Critical.

Add view to Schedule Board.

### QUESTION 3

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 Resource Requirements Views. Edit the Scheduler Settings, and add the new view.

Does this meet the goal?

A. Yes

B. No

Correct Answer: B



#### QUESTION 4

You are the lead consultant on a Microsoft Dynamics 365 Field Service implementation.

Your customer is interested in seeing an example of how IoT works with Field Service.

Without an actual device, what is the best tool to use to provide the best experience for your customer?

- A. Simulator
- B. Logic Apps
- C. IoT Hub
- D. Stream analytics

Correct Answer: A

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#### QUESTION 5

DRAG DROP

You have the Universal Resource Scheduling (URS) security role.





Your organization creates a custom entity. The records for the entity need to be scheduled to resources.

You need to enable the new entity to be scheduled. You select the entity that needs to be enabled and need to continue the set up process.

Which four actions should you perform next, in sequence, to achieve the goal? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Select and Place:



| Actions  |   | Order   |
|--|---|---|
| Enable GeoCode for custom entity.              |   |   |
| Publish Customization.                         |   |   |
| Create new Booking Relationship.               |  |  |
| Update the Booking Setup Metadata information. |  |  |
| Create a new Requirement Relationship.         |   |   |
| Update Schedule Board settings for new entity. |   |   |
| Create new Resource Requirement Relationship.  |   |   |

Correct Answer:



### Actions

Enable GeoCode for custom entity.

Update Schedule Board settings for new entity.

Create new Resource Requirement Relationship.

### Order

Create new Booking Relationship.

Create a new Requirement Relationship.

Publish Customization.

Update the Booking Setup Metadata information.

References: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/common-scheduler/schedule-anything-with-universal-resource-scheduling>

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