



MB-240^{Q&As}

Microsoft Dynamics 365 Field Service

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QUESTION 1

DRAG DROP

You are a dispatcher for a cable installation company that provides installation services in multiple territories. The company is using Dynamics 365 for Field Service to manage their work orders. Every time a work order is created, the dispatch

team is manually assigning the work order to a territory in order to book the correct resources.

You are tasked with ensuring that Dynamics 365 will automatically assign work orders to territories so that the dispatcher can search for the correct resources.

Which four steps, in sequence, must be configured to ensure that when work orders are created they will automatically be mapped to the correct territory? 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
Add new resource territories.		
Add new service territories.		
Assign members to territories.	➤	⬆
Map postal codes to service territories.	➡	⬇
From the view of Active Resources, click the assign territories button in the menu ribbon.		
Use the territory lookup on each user record to assign territory.		

Correct Answer:

**Steps**

From the view of Active Resources, click the assign territories button in the menu ribbon.

Use the territory lookup on each user record to assign territory.

Order

Add new service territories.

Add new resource territories.

Map postal codes to service territories.

Assign members to territories.

QUESTION 2

You are a Dynamics 365 for Field Service scheduling coordinator.

When you select the Book button on a work order, TechnicianA never shows up as available.

You need to update the system to see TechnicianA's availability.

What should you do?

- A. Set Enable for Availability Search to Yes on the TechnicianA bookable resource record.
- B. Set Ignore Proposed Bookings to Yes on the Schedule Assistant view.
- C. Set Real Time Mode to Yes on the Schedule Assistant view.
- D. Set Display on Schedule Board to Yes on the TechnicianA bookable resource record.

Correct Answer: A

References: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/set-up-bookable-resources>



QUESTION 3

You need to register an IoT device so that it can communicate with Microsoft Dynamics 365 Field Service.

Which two steps should you take? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Associate an IoT device to a customer asset.
- B. In Azure IoT Central, enter a device ID value and select Register Devices.
- C. Create the IoT Devices in Dynamics 365 Field Service, then import them as devices in Azure IoT Central.
- D. In Azure IoT Hub, enter a device ID value and select Register Devices.
- E. In Dynamics 365 Field Service, create a new IoT device and select Register.

Correct Answer: AE

QUESTION 4

Contoso Ltd., wants to provide special customer pricing to one of their customers. For the next two years, all work order products and services will be 10% off.

You need to implement this requirement. You create a special price list.

What should you do next?

- A. Associate the price list to an entitlement for the Billing Account.
- B. Associate the price list to an entitlement for the Service Account.
- C. Associate the price list to the Service Account.
- D. Associate the price list to the Billing Account.

Correct Answer: A

QUESTION 5

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 6

You are deploying the Microsoft Dynamics 365 Field Service mobile app at your organization.

You are in the process of creating push notifications for the mobile app, and you have the following requirement:

When a field service technician is assigned an emergency priority work order, the technician should be immediately notified on their mobile phone.

What should you do?

- A. Create a notification Power Automate flow using a scheduled flow. The condition within the flow should look at the Work Order entity where the out-of-the-box priority field has a value of Emergency priority.
- B. Create a notification Power Automate flow using an instant flow. The condition within the flow should look at the Bookable Resource Booking entity where the out-of-the-box priority field has a value of Emergency priority.
- C. Create a notification Power Automate flow using an automated flow. The condition within the flow should look at the Resource Requirement entity where the out-of-the-box priority field has a value of Emergency priority.
- D. Create a notification Power Automate flow using a scheduled flow. The condition within the flow should look at Bookable Resource Bookings where the out-of-the-box priority field has a value of Emergency priority.

Correct Answer: C

QUESTION 7

DRAG DROP

You are a Dynamics 365 for Field Service Dispatcher.

You need to use the schedule board to find resources for a work order. The work order can be completed by any resource who has the correct piece of equipment and who is available at 9:00 A.M during a selected week.

Which four steps must you take, in sequence, to successfully implement this capability within the schedule board? 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

Book the work order.

Create a new requirement group.

Create a requirement group template.

Add the incident type to a work order.

Associate an incident type to the requirement group template.

Book the requirement with the scheduling assistant.

Answer Area



Correct Answer:



Actions	Answer Area
	Create a requirement group template.
Create a new requirement group.	Associate an incident type to the requirement group template.
	Add the incident type to a work order.
	Book the work order.
Book the requirement with the scheduling assistant.	

References: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/multi-resource-scheduling-requirement-groups>

QUESTION 8

DRAG DROP

To improve communications with customers, your company has decided to implement Twilio, a third-party communication platform that has call and messaging capabilities.

The Twilio solution includes a number of core components to deliver the capability, all of which need to be set up.

Which five steps should you take in sequence to prepare data for optimization? 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
Configure Microsoft Flow Account.		
Set up a Twilio account.		
Generate account SID and authentication token.	➤	⬆
Configure SMS and IVR workflows.	⬅	⬇
Install a Twilio-managed solution.		
Obtain phone numbers.		

Correct Answer:



STEPS

Configure Microsoft Flow Account.

ORDER

Set up a Twilio account.

Generate account SID and authentication token.

Install a Twilio-managed solution.

Obtain phone numbers.

Configure SMS and IVR workflows.

QUESTION 9

Your company enabled automatic time entries for all technicians.

You need to explain to the dispatchers when the time entry actuals will be created in the work order process.

In which work order status will this occur?

- A. In Progress
- B. Closed-Posted
- C. Completed
- D. On Break

Correct Answer: C

QUESTION 10

Your company is currently using a fixed duration for a job type while scheduling work orders. This causes cascading



delays, resulting in lower utilization of the resources.

To address this issue, you propose the use of predictive work duration (powered by AI) to help provide more realistic durations.

You need to advise the management team on the factors dispatchers can use to predict the duration of any given booking or requirement.

Which three factors can be used? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. SLA
- B. Time-related changes
- C. Incident Type
- D. Customer Agreement
- E. Customer (service account)

Correct Answer: BCE

QUESTION 11

You are a Dynamics 365 for Field Service Administrator. Your organization wants to use Connected Field Service for existing Customer Assets.

You install Connected Field Service and set up Azure IoT Central, but it seems no alerts are being received in Dynamics 365 for the devices.

You need to find the issue and resolve it.

Which action should you choose?

- A. Configure the Create CFS alerts from IoT Central Workflow within Dynamics 365.
- B. Create the IoT Connected Device connection role to link devices to customer assets.
- C. Register the device in Dynamics 365 Connected Field Service.
- D. Configure the Create CFS alerts from IoT Central within Microsoft Flow.

Correct Answer: D

References: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/cfs-iot-central-alerts>

QUESTION 12

Your customer wants to set up a minimum charge of \$100 for the first 45 minutes of being onsite for a work order.

You need to set up this requirement in Microsoft Dynamics 365 Field Service.



Which two actions should you perform? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Create a Field Service price list item where the Flat Fee is set to Yes, the Minimum Charge Duration is 45 minutes, and the Minimum Charge Amount is \$100
- B. Create a Field Service price list item where the Flat Fee is set to No, the Minimum Charge Duration is 45 minutes, and the Minimum Charge Amount is \$100
- C. Create a new product with Field Service Product Type = Inventory
- D. Create a price list where the Flat Fee is set to No
- E. Create a new product with Field Service Product Type = Service

Correct Answer: AE

QUESTION 13

DRAG DROP

You are a new Dynamics 365 for Field Service Administrator for a manufacturing firm.

Your manager has asked you to configure the system to enable scheduling for maintenance of equipment at customer sites. It is against company policy to dispatch resources to sites with known issues such as credit or safety holds. Many site visits may require more than one technician to be sent for the repair.

Which resource scheduling component should be used for each task? To answer, drag the appropriate resource scheduling component to the appropriate task. Each resource scheduling component may be used once, 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:



Answer Area

Resource Crew

Requirement Group

Schedule Board

Booking Rule

Incident type

Booking Resource Booking

Heavy machinery repair requires three technicians as well as a safety inspector to be sent to the site. Additionally, power testing equipment must be sent to complete the inspection.

Dispatchers must be able to locate the resources needed for the heavy machinery repair within a single search to allow for efficient scheduling.

Dispatchers and scheduling administrators must have a way to easily review all resource availability and be able to schedule the work order.

When customers on credit hold request service, no technician can be sent and dispatchers must be alerted of the credit hold status.

Correct Answer:



Answer Area

Resource Crew	Heavy machinery repair requires three technicians as well as a safety inspector to be sent to the site. Additionally, power testing equipment must be sent to complete the inspection.	Resource Crew
Requirement Group	Dispatchers must be able to locate the resources needed for the heavy machinery repair within a single search to allow for efficient scheduling.	Schedule Board
Schedule Board	Dispatchers and scheduling administrators must have a way to easily review all resource availability and be able to schedule the work order.	Schedule Board
Booking Rule	When customers on credit hold request service, no technician can be sent and dispatchers must be alerted of the credit hold status.	Booking Rule
Incident type		
Booking Resource Booking		

QUESTION 14

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

QUESTION 15

You are a Dynamics 365 Field Service dispatcher using the Scheduling Assistant function.

One of your customers, Adventure Works, does not want one of your resources to be scheduled to work orders going forward. The resource must be able to be scheduled for other accounts.

How can you achieve this goal?

- A. Create a Requirement Resource Preference record for the resource. Set the Preference Type to Restricted and Cascade to No.
- B. Create a Requirement Resource Preference record for the resource. Set the Preference Type to Restricted and Account to Adventure Works.
- C. Select Load the Default Filters on the Schedule Board.
- D. Create a Requirement Resource Preference record for the resource.

Correct Answer: B

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