Exam Questions mb-240

Microsoft Dynamics 365 for Field Service

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NEW QUESTION 1
Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.
After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.
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 accurately capture the cost of work order bookings.
Solution: You implement the following configuration changes:
1)Create Resource Pay Types for regular, holiday, overtime, travel, and breaks.
2)Assign an Hourly Markup percentage to each Resource Pay Type.
3)Assign Resource Pay Types to the applicable Pay Type.
4)Create Business Closures.
5)Create Bookable Resources with Hourly Rates.
Does this meet the goal?

A. Yes
B. No

Answer: B

NEW QUESTION 2
As a new start-up field services company, you are looking to streamline your customer service process to provide the best customer service experience.
Your company has decided to implement Dynamics Field Services as the foundation for its customer service management processes.
You need to ensure that the cases that the customer service team creates can be quickly and efficiently converted to work orders (that will minimize the need to add additional information to the work orders) using the out-of-the-box capabilities.
Which key item do you need to configure before the customer service agents will be able to convert a case to a work order?

A. Resources
B. Work Order Types
C. Booking Rules
D. Incident Type

Answer: D

Explanation:
References: https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/configure-incident-types

NEW QUESTION 3
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:

A. Mastered
B. Not Mastered

Answer: A

Explanation:

Answer Area

Entity

| Location Agnostic |

| Business Unit Address |

| Resource Address |

| Contact Addresses |

| Organizational Unit 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 |

NEW 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

Answer: ABD

NEW QUESTION 5

You are entering products and services into Dynamics 365 CE Field Services.

You need to ensure that your field technicians can use the products when completing work orders.

Which two field service product types should you configure to allow your technicians to add work order products? Each correct answer presents a complete solution.

A. Product
B. Non Inventory
C. Inventory
D. Service

Answer: BC

Explanation:
References: https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/create-product-or-service

NEW QUESTION 6

The field service team manager needs you to give a new technician user access to the system. The technician will use the mobile application to fill out work orders when they are onsite doing filed work to repair factory motors at customer sites. When the dispatcher takes vacation, the new technician user will manage dispatcher functions.

Which two field service security roles will the new technician user need? Each correct answer presents part of the solution.

A. Field Service-Dispatcher
B. Field Service-App Access and Field Service -Resource
C. Field Service-Mobile User
D. Field Service-User

Answer: AB

Explanation:
References: https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/view-user-accounts-security-roles#field-service-roles

NEW QUESTION 7

DRAG DROP

Your company has a requirement to use the out-of-the-box Resource types to categorize Active Bookable Resource types. The company wants to ensure easy Dynamics 365 upgrades as needed.

You need to ensure that you only use the appropriate Resource types.

Which types are available for your use? To answer, drag each description on the left to the appropriate column on the right. Each description 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.

Answer Area

Descriptions	Resource Type	Not a Resource Type
Account		
User		
Service Center		
Equipment		
Team		

A. Mastered
B. Not Mastered

Answer: A

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

NEW QUESTION 8
DRAG DROP
You are a Dynamics 365 Field Service Administrator Your organization wants to use Incident Types with Work Orders.
You need to create and configure Incident Types based on the provided scenarios.
Which Incident Type feature should you use with each scenario? To answer, drag the appropriate Incident Type feature to the appropriate scenario. Each feature 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.

Answer Area

Entity

Products	Services
Service Tasks	Characteristics

Requirement

Incident Types must have a Labor Hours record.	
Incident Types must have 1 product brochure.	
Incident types must have a checklist for technicians to follow.	

A. Mastered
B. Not Mastered

Answer: A

Explanation:

Answer Area

Entity		Requirement	
Products	Services	Incident Types must have a Labor Hours record.	Services
Service Tasks	Characteristics	Incident Types must have 1 product brochure.	Products
		Incident types must have a checklist for technicians to follow.	Service Tasks

NEW QUESTION 9
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

A. Mastered
B. Not Mastered

Answer: A

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

NEW QUESTION 10
You are implementing Dynamics 365 for Field Service.
Your customer needs to understand how they can schedule the closest possible resource to a work order. The requirement further specifies it could be start of day from the company's site or during the middle of the day from an existing work order.
You need to provide them with the settings they need to properly configure so the closest resource is found when using the schedule assistant.
What should you suggest?

A. Update the Resources Synchronization Timeout (in sec) setting within the Schedule Board Settings.
B. Update the Load Default Filters on the Schedule Assistant.
C. Update the Starting Location to Organization Unit within Schedule Board Settings.
D. Update the filter on the Scheduler core tool tips view.

Answer: D

NEW QUESTION 10
You are a Dynamics 365 for Field Service Administrator. You configure Route Scheduling Optimization (RSO) and publish the schedule.
One of your schedulers indicates two of their resources are not getting work orders assigned.
You need to determine reasons why the two resources are not assigned work orders through RSO.
Which three options should you choose? Each correct answer presents a complete solution.

A. Work Hours is not properly configured for days being optimized.
B. Optimize Schedule field is not set to Yes.
C. The Work Location field is not set to Onsite.
D. Scheduling Method is not set to Optimize.
E. Start Location and End Location fields are not the same.

Answer: BDE

Explanation:
References: https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/rso-configuration

NEW 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	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.	
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	Dispatchers and scheduling administrators must have a way to easily review all resource availability and be able to schedule the work order.	
Booking Rule	When customers on credit hold request service, no technician can be sent and dispatchers must be alerted of the credit hold status.	
Incident type		
Booking Resource Booking		

A. Mastered
B. Not Mastered

Answer: A

Explanation:

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.	Resource Crew
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
Dispatchers and scheduling administrators must have a way to easily review all resource availability and be able to schedule the work order.	Schedule Board
When customers on credit hold request service, no technician can be sent and dispatchers must be alerted of the credit hold status.	Booking Rule

NEW QUESTION 18
You are Dynamics 365 for Field Service Administrator and work for a manufacturing company. The company provides customers with large power systems for sophisticated data centers. The power systems are serviced by a field engineering team.
The field engineering team documents work done on repairs and maintenance by completing Work Orders within Dynamics 365.
You need to easily schedule work orders for the field engineering team via the schedule and enable geocoding.
Which two steps must you take to schedule resources via the schedule board and enable geocoding? Each correct answer presents part of the solution.

A. Connect to Maps in Resource Scheduling.
B. Configure the map on the Schedule Board.
C. Set Auto Geo Code Addresses to Yes in Resource Schedulin
D. Set Auto Geo Code Addresses to Yes in Field Service Settings.

Answer: AC

NEW QUESTION 21
You are a Field Service resource manager for Contoso, Ltd. and are setting up characteristics for field technicians who are responsible for repairs on rental equipment.
Work performed on certain types of backhones, trenchers, and excavating equipment requires different attributes to be identified for proper work order assignment and scheduling.
Which two characteristics are valid? Each correct answer presents a complete solution.

A. Certification
B. Approval Status
C. Skill
D. Rating Value

Answer: AC

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

NEW QUESTION 26
DRAG DROP
Your organization wants to use the Field Service Mobile App for technicians in the field.
You need to install the solution, so it can be configured for mobile technicians.
What are the four steps you need to perform, in sequence, to ensure the mobile solution is ready for configuration and deployment? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Steps

Order

Select Publish to enable the derived template for mobile use.

Install the Field Mobile Configuration Solution in Woodford.

Open the parent mobile project template and select Publish All.

Install the Field Service Mobile configuration tool in Dynamics 365.

Highlight the mobile project template and select Derive. Assign the security roles.

Import the field service mobile project template. Publish the template.

A. Mastered
B. Not Mastered

Answer: A

Explanation:
References: https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/install-field-service#download-the-field-service-mobile-app-on-a-phone-or-tablet

NEW QUESTION 27
You are a Dynamics 365 for Field Service Administrator and work for a manufacturing firm. You are receiving support requests that field engineers are unable to see a custom area entitled "Parts Requests" within the Dynamics 365 Field Service Mobile App.
You need to troubleshoot the Dynamics 365 for Field Service mobile app to ensure that the field engineers are able to view the customizations created.
What are the three steps you can take to troubleshoot the issue reported? Each correct answer presents a complete solution.

A. Ensure that the Dynamics Mobile solution with the appropriate customizations has been published.
B. Synchronize the Dynamics 365 for Field Service Mobile App.
C. Ensure that a security role has been assigned to the project.
D. Verify that the impacted field engineers are enabled to use this project.
E. Ensure that the Woodford project with the appropriate customizations has been published.

Answer: BCE

NEW QUESTION 32
DRAG DROP
Your company's inventory clerk has received a truck shipment of parts for repair of equipment on such a rush order. The order needs to be completed as soon as possible.
Which three steps, in sequence, are needed to receive the products to the existing rush order in Field Service? 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
Click Receipt Products		
Create an Inventory Adjustment record.		
Click Show Purchase order Products not fully received yet.		
Click the drop-down arrow next to the P.O. name.		
Post the Receipt record.		

A. Mastered
B. Not Mastered

Answer: A

Explanation:
References: https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/create-purchase-order

NEW QUESTION 33
DRAG DROP
Your company uses Dynamics 365 for Field Service.
The company's inventory clerk goes to the bin location for electrical switches and discovers there are none in stock. However, the Field Service Inventory shows a quantity of one.
In which order should the required fields be entered to adjust the inventory to the correct amount? To answer, move the three appropriate actions from the list of actions to the answer area and arrange them in the correct order.
Select and Place:

Fields		ORDER
Warehouse		
Bin location		
Unit		
Product		
Quantity		

A. Mastered
B. Not Mastered

Answer: A

Explanation:

Fields	ORDER
Warehouse	Product
Bin location	Unit
Unit	Quantity
Product	
Quantity	

NEW QUESTION 36
DRAG DROP
There are certain steps a Field Service Manager must take for RMA approval, and then for creating an RMA receipt.
Which steps pertain to RMA Approval and which steps pertain to RMA Receipts? To answer, drag RMA Approval or RMA Receipts to the appropriate steps. RMA Approval and RMA Receipts may be used once, more than once, or not at an.
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

RMA Approval	Verify RMA products are linked to customer equipment records.	
RMA Receipt	Arrange shipping and transportation for the products to be returned.	
	Determine if RMA products can be returned to the manufacturer and if a credit must be issued.	
	Give the step a name.	

A. Mastered
B. Not Mastered

Answer: A

Explanation:
References: https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/process-return

NEW QUESTION 40
You are a Dynamics 365 for Field Service Billing Administrator. Your customer wants to purchase a series of quarterly preventative maintenance visits as well as bi-weekly site visits.
The customer wants to be billed for the preventative maintenance quarterly but billed for the site visits monthly.
What are two ways that this can be completed against a single Agreement? Each correct answer presents a complete solution.

A. Create Invoice Setup for preventative maintenance, with Invoice Products tied to Quarterly Price List.
B. Create Invoice Setup for preventative maintenance with Invoice Recurrence of every three months.
C. Create Invoice Setup for site visits, with Invoice Recurrence of each month.
D. Create Invoice Setup for site visits, with Invoice Products tied to Monthly Price List.

Answer: BC

Explanation:
References: https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/set-up-customer-agreements#add-invoice-setup

NEW QUESTION 43
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