Vendor: Microsoft

Exam Code:MB-240

Exam Name: Microsoft Dynamics 365 Field Service

Version: Demo

QUESTION 1

You are a Dynamics 365 for Field Service Mobile (FSM) customizer.

Technicians report that they are not seeing their Bookings in the FSM app.

You need to investigate why they cannot see their bookings.

What are three actions you must take to perform your investigation? Each correct answer presents a complete solution.

A. Check Drip Scheduling setting on the Bookable Resource.

B. Check sync filter on Bookable Resource Booking View.

C. Check if sync filter on Bookable Resource entity is too restrictive for offline mode.

D. Check that FSM app is synching to server.

E. Check if sync filter on Bookable Resource Booking entity is too restrictive for offline mode.

Correct Answer: ADE

QUESTION 2

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: Edit the Schedule Board Settings, and update the Requirements Panel to include the new or existing view.

Does this meet the goal?

A. Yes

B. No

Correct Answer: B

QUESTION 3

Your organization wants to use Connected Field Service for existing customer assets.

You install Connected Field Service and set up Azure IoT Central, but 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. Create the IoT Connected Device connection role to link devices to customer assets.

B. Register the device in Dynamics 365 Connected Field Service.

C. Configure the Create CFS alerts from IoT Central workflow within Dynamics 365.

D. Check that the Create CFS alerts from IoT Central within Microsoft Flow Automate is set up properly.

Correct Answer: D

QUESTION 4

Your company is implementing a new CRM system. They have selected Microsoft Dynamics 365 Field Service because of its flexibility.

During the basic training sessions, you need to train the field service team on how work orders are created.

What are three out-of-the-box ways to create work orders? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

A. from a purchase order

B. from the Dynamics 365 Field Service mobile app

C. from an asset

D. from a case record

E. from an agreement

Correct Answer: BDE

QUESTION 5

You are a dispatcher for Dynamics 365 Field Service. You schedule a resource to a work order using the schedule board.

The resource appears available, but informs you they put in a Time Off Request for that period.

Which two options are potential reasons why the resource appears available, but informs you they are not available? Each answer represents a complete solution.

A. The schedule board is not syncing with the resource\\'s schedule

B. Time off request is Inactive

C. Time off request has not been approved

D. The time zone for the resource is set incorrectly

Correct Answer: CD

QUESTION 6

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.

Correct Answer: D

QUESTION 7

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 Bookable Resource Bookings Views. Then, edit or create a new tab on the schedule board, and update the Requirements Panel with the new view.

Does this meet the goal?

A. Yes

B. No

Correct Answer: A

QUESTION 8

You need to make sure that only a specific set of resources are allowed to be scheduled to perform certain work orders. Which type should you select when you create a resource requirement preference?

A. Must choose from

B. Preferred

C. Restricted

D. Auto-suggested

Correct Answer: A

QUESTION 9

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 10

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

QUESTION 11

You are installing and setting up the Remote Assist model-driven app for your customer.

You need to advise the customer on the actions available in the model-driven app.

Which three actions can be taken in the model-driven app? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

A. Invite an external user to join a one-time call.

B. Create asset records.

C. Assign Remote Assist licenses.

D. Enable the Remote Assist Calls Dashboard.

E. Enable Remote Assist offline storage capacity.

F. Assign Remote Assist security roles.

Correct Answer: ABD

QUESTION 12

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 Asset Properties to describe each component for viewing in a hierarchy.

Does this meet the goal?

A. Yes

B. No

Correct Answer: B