Exam Questions mb-240

Microsoft Dynamics 365 for Field Service

https://www.2passeasy.com/dumps/mb-240/

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 automatically generate work orders based on agreements, and send invoices on a recurring basis by customer.

Solution: You implement the following configuration changes.
1)Create Agreement
2)Define Agreement Products
3)Set Booking Recurrence
4)Create Invoice Setup
5)Define Invoice Recurrence
Does this meet the goal?

A. Yes
B. No

Answer: B

NEW QUESTION 2
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		Requirement	
Location Agnostic	Contact Addresses	Contractors in TerritoryA start the day at their home location.	Contact Addresses
Business Unit Address	Organizational Unit Address	Contractors in Territory8 do not have a starting location.	Location Agnostic
Resource Address		Contractors in TerritoryA end the day at TerritoryA office.	Organizational Unit Address

NEW QUESTION 3

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 4

You are a Dynamics 365 for Field Service Dispatcher reviewing automatically generated bookings for optimization of the schedule.
You notice that, for certain customers, Work Orders are being generated without service tasks, products, or services, when they should have them documented from the Agreement.
Which two of the following should you troubleshoot? Each correct answer presents part of the solution.

A. Incident Type contains appropriate Service Tasks, Products, and Services.
B. Incident Type field "Copy Incident Items to Agreement" is marked "Yes".
C. Agreement Booking Setup field "Auto Generate Work Order" is marked "Yes".
D. Agreement Booking Setup contains appropriate Service Tasks, Products, and Services

Answer: BD

NEW QUESTION 5

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 6

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 Work
C. Select Load the Default Filters on the Schedule Board.

D. Create a Requirement Resource Preference record for the resource.

Answer: B

NEW QUESTION 7
DRAG DROP
Your company is preparing to deploy the Dynamics Field Service with Mobile Application.
Your manager asks you to ensure that the Booking Statuses will match with the current business process the field technicians are following.
As the Field Service Administrator, you review the documentation and discover that the out-of-the-box Booking Statuses will meet your company's needs.
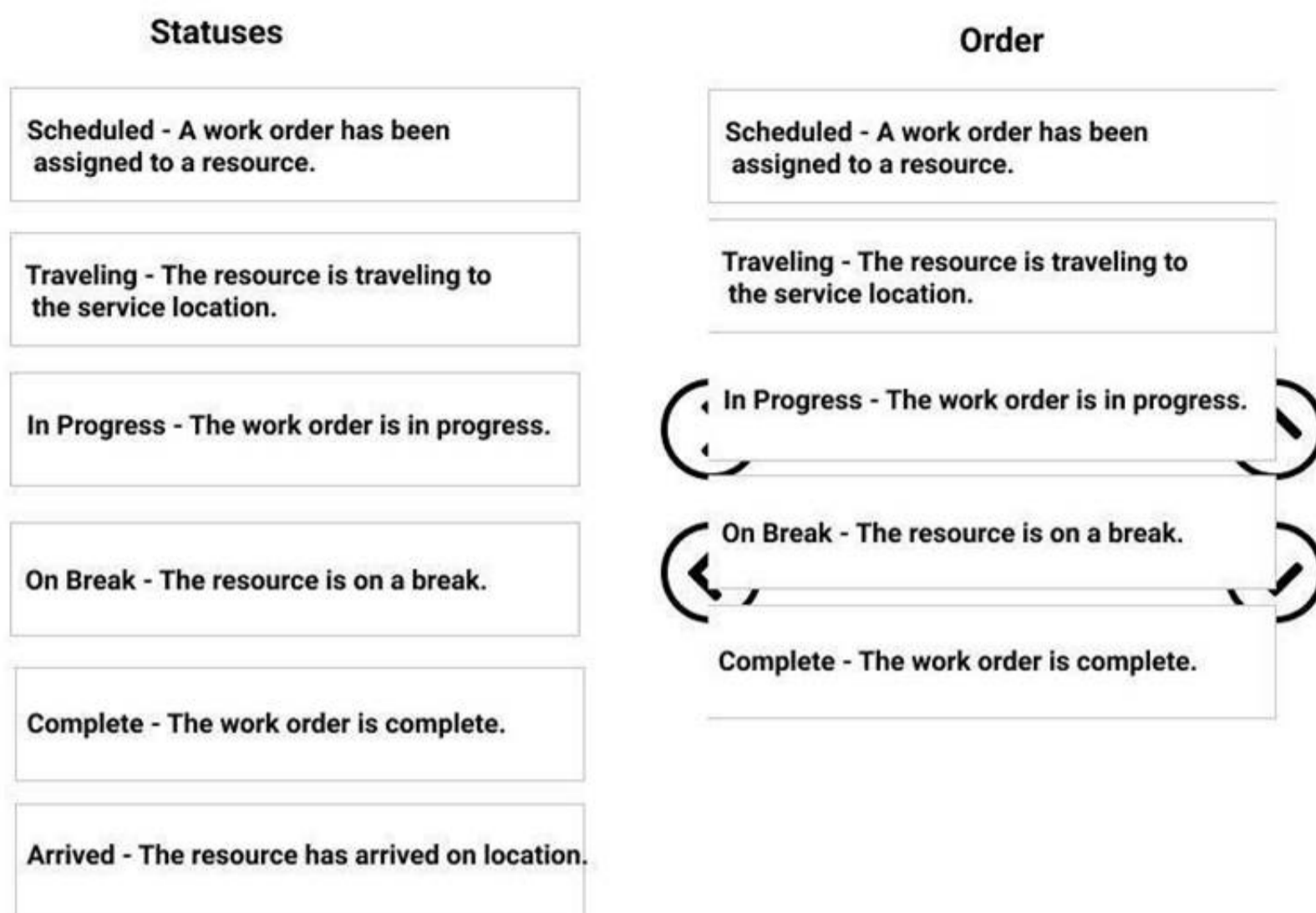What is the order of the Booking Statuses for the five out-of-the box booking status fields? To answer, move the five out-of-the-box booking status fields to the answer area and arrange them in the correct order.
Select and Place:

Statuses

Scheduled - A work order has been assigned to a resource.

Traveling - The resource is traveling to the service location.

In Progress - The work order is in progress.

On Break - The resource is on a break.

Complete - The work order is complete.

Arrived - The resource has arrived on location.

Order

A. Mastered
B. Not Mastered

Answer: A

Explanation:

Statuses

Scheduled - A work order has been
assigned to a resource.

Traveling - The resource is traveling to
the service location.

In Progress - The work order is in progress.

On Break - The resource is on a break.

Complete - The work order is complete.

Arrived - The resource has arrived on location.

Order

Scheduled - A work order has been
assigned to a resource.

Traveling - The resource is traveling to
the service location.

In Progress - The work order is in progress.

On Break - The resource is on a break.

Complete - The work order is complete.

NEW QUESTION 8
Your company processes a large number of work orders each day. The company wants to ensure the high priority work orders are dealt with immediately.
You need to configure the schedule board so that bookings are easily visible to the dispatchers.
How can you configure Dynamics Field Services to increase booking visibility?

A. Configure a work order type for high priority issues, to help categorize high priority work order records.
B. Configure an Incident type for high priority incidents on work order records.
C. Configure the status color for a booking status record, to identify high priority work order records.
D. Configure a priority record to allow you to identify high priority work order records.

Answer: C

NEW QUESTION 9
You are a Dynamics 365 for Field Service Administrator.
You have a requirement to make a custom attribute "Contract Status" required and to not allow invalid data to be entered in the attribute.
What are three ways that you can make an attribute required on a form within the Dynamics 365 for Field Service Mobile App and ensure invalid data cannot be
entered? Each correct answer presents a complete solution.

A. Create an OnSave rule, and display a message to the user if the specific field does not meet the required conditions.
B. Create an OnChange rule, and set a simple validation for a field to check whether the field contains data.
C. Create an Option Set with all possible options for the attribute.
D. Create an OnChange rule to highlight a field when it does not contain correct field data.
E. Create an OnSave rule to check any field's data, but without highlighting the field when the condition is not met.

Answer: ACE

NEW QUESTION 10
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.

Answer: ACE

Explanation:
References: https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/mobile-faq-bookings-not-showing

NEW QUESTION 10
You are a Dynamics 365 for Field Service Mobile Administrator (FSM).
When technicians log into FSM, they receive the following message: "Your organization has not configured Field Service Mobile." You log into FSM and cannot reproduce the issue with your login.
What must you do to fix the issue?

A. Update the Security Roles for the FSM project within Woodford.
B. Update the Priority for the FSM project within Woodford.
C. Update the Security Roles for all Bookable Resources within Dynamics 365.
D. Set Enabled for Field Service Mobile to Yes for all Bookable Resources.

Answer: D

Explanation:
References: https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/field-service-mobile-app-user-guide

NEW QUESTION 15
DRAG DROP
You need to create a purchase order for a thermal overload cooling fan for a refrigeration unit on the shop floor.
After creating a purchase order, what are the five steps, in sequence, for completing the order and receiving the products? 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:

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 19
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

RMA Receipt

Verify RMA products are linked to customer equipment records.	
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 21
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