

# Microsoft

## Exam Questions mb-240

Microsoft Dynamics 365 for Field Service



#### 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 and Work Hours.

Does this meet the goal?

- A. Yes
- B. No

**Answer: A**

#### NEW QUESTION 2

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 3

You are a Dynamics 365 for Field Service Administrator.

You install and configure Connected Field Service with Azure IoT Central. Several of your connected devices sent alerts back to Dynamics 365 and work orders were created. However, the work orders were not sent back to Azure IoT Central.

You need to resolve the issue.

Which Action should you take to resolve the issue?

- A. Configure the Microsoft Flow When a work order is created in Connected Field Service, update IoT Central.
- B. Create an IoT Command in Dynamics 365 to trigger an update in IoT Central.
- C. Configure the Dynamics 365 workflow When a work order is created in Connected Field Service, update IoT Central.
- D. Create an IoT action in Dynamics 365 to trigger an update in IoT Central.

**Answer: A**

#### Explanation:

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

#### NEW QUESTION 4

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:

Answer Area

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.	

- 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 5

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 6

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 7**

DRAG DROP

You are a Dynamics 365 for Field Service Administrator.  
You are setting up a new Incident Type. There are no service tasks or products created that are related to this incident.  
Which seven actions should you perform in sequence to add these services? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.  
NOTE: More than one order of answer choices is correct. You will receive credit for any of the correct orders you select.

OPTION		TARGET
Create and save all necessary service tasks.		
Create, save, and publish all necessary products.		
Create and save the incident.	➤	⬆
Add all service tasks for this incident.	⬅	⬇
Add all products for this incident.		
Add all services for this incident.		
Add any appropriate notes for this incident.		
Create and save all necessary products.		
Publish the incident.		

- A. Mastered
- B. Not Mastered

Answer: A

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

**NEW QUESTION 8**

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 9

The company has hired a new manager to set up and configure Field Service to automatically schedule work orders to the most appropriate resource scheduling. The manager is unable to optimize requirements and bookings related to work orders. Which three settings are required? Each correct answer presents part of the solution.

- A. Assign the Field Service-Administrator security role to the RSO user.
- B. Add the RSO dispatcher role to a dispatcher.
- C. Enable Resource Scheduling Optimization.
- D. Set Connect to Maps as Yes.
- E. Add RSO to the profile Field Service-Administrator.

Answer: CDE

Explanation:

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

NEW QUESTION 10

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 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 15**

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 18**

You work for a recycling company that provides customers with large compactor units to collect their recyclable materials. The compactor units are comprised of two separate components: a container to collect the recyclable materials and a separate component that compacts the recyclable materials to make them easier to transport.

These containers are expensive, and the components tend to break down frequently, requiring ongoing maintenance and repairs.

You need to easily track the containers that your company has at each client location and maintain a service history for each of the sub-components.

- A. Configure the customer asset records hierarchically, and maintain service history at the sub-component level.
- B. Configure the customer inventory records individually, in order to maintain the service history at the parent component level.
- C. Configure the customer inventory records in a hierarchy, and maintain service history at the sub-component level.
- D. Configure the customer asset records hierarchically, and maintain service history at the service account level.

**Answer:** A

**Explanation:**

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

**NEW QUESTION 23**

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