



MB-240^{Q&As}

Microsoft Dynamics 365 Field Service

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QUESTION 1

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		Answer Area
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.		

Correct Answer:



Actions

Create a new requirement group.

Book the requirement with the scheduling assistant.

Answer Area

Create a requirement group template.

Associate an incident type to the requirement group template.

Add the incident type to a work order.

Book the work order.

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

QUESTION 2

You are installing the Microsoft Dynamics 365 Field Service mobile app for a customer. You need to highlight the features that are available on the mobile app to the customer. Which three features are available? Each correct answer presents a complete solution. NOTE: Each correct selection is worth one point.

- A. Route Schedule Optimization
- B. Offline Capability
- C. Guides
- D. Capture Customer Signature
- E. Barcode Scanning



Correct Answer: BCE

QUESTION 3

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

Correct Answer: BD

QUESTION 4

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 5

Contoso wants to provide special customer pricing, to one of their customers, for two years. All work order products and services will be 10% off. What should they implement?

- A. Create a special price list and associate it to the Billing Account.
- B. Create a special price list and associate it to the Service Account.
- C. Create a special price list, associate it to an entitlement for the Billing Account.



D. Create a special price list, associate it to an entitlement for the Service Account.

Correct Answer: C

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