



MB-240^{Q&As}

Microsoft Dynamics 365 Field Service

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QUESTION 1

You are a Dynamics 365 for Field Service Mobile customizer.

Your mobile technicians indicate that when in offline mode, they do not have access to the same data set that is available online. Offline mode contains less account and work order data, and users cannot see warehouses.

You need to determine which updates to make within the mobile project so that technicians can see the appropriate information.

Which three actions should you choose? Each correct answer presents a complete solution.

- A. Update Synchronization setting to Always Full Sync.
- B. Update entity Sync Filter.
- C. Update View filters.
- D. Update the Max Sync Records setting.
- E. Update the entity Mode to Online and Offline.

Correct Answer: BDE

QUESTION 2

Your customer is interested in embedding canvas apps to leverage the flexibility of canvas apps in model-driven forms.

You need to explain the benefits achieved by embedding a canvas app in a model-driven form.

What are three benefits? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. It eliminates the requirement for a full user license.
- B. It provides the ability to use and update data from other data sources.
- C. It converts JavaScript to low-code or no-code logic.
- D. It performs complex logic in model-driven app forms that is otherwise only possible with coding.
- E. It triggers Microsoft Power Automate flows from buttons in the embedded canvas app.
- F. It provides an iFrame for a Microsoft Power BI report.

Correct Answer: BDE

QUESTION 3

You are configuring the schedule board so that dispatchers can:



1.

see all resources on the schedule board at once, with no filtering based on resource type, internal and subcontractors.

2.

quickly look at the board, and determine who is internal versus external.

You need to ensure dispatchers can see the resource type.

In which two places should you add the Resource Type field? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

A. To Resource Details View

B. To Resource Tooltips View

C. To Resource Cell Template

D. To Retrieve Resources Query

Correct Answer: CD

QUESTION 4

A customer service agent fails to solve a customer's issue over the phone.

The agent needs to convert the case to a work order in order to schedule a technician visit.

What is required to successfully convert a case to a work order?

A. SLA

B. Incident Type

C. Work Order Type

D. Customer Asset

Correct Answer: B

QUESTION 5

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 define the Top-Level Asset with as many parent-child sub-assets as necessary, rolling up for viewing in a hierarchy.

Does this meet the goal?



A. Yes

B. No

Correct Answer: B

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