



MB-240^{Q&As}

Microsoft Dynamics 365 Field Service

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QUESTION 1

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 Booking Setup
- 3) Create Invoice Setup 4) Set Auto Generate Invoice = Yes 5) Populate Generate Agreement Invoices X Days in Advance

Does this meet the goal?

- A. Yes
- B. No

Correct Answer: B

QUESTION 2

You are configuring work orders for technicians to complete the onsite service.

When a work order is completed, the customer needs to receive an invoice for the labor charge time spent by the technician to complete the service.

Which option should the technician use to enter their time spent?

- A. Work Order Service
- B. Field Service Product Type as Non-Inventory
- C. Field Service Product Type as Inventory
- D. Work Order Resource Booking

Correct Answer: A

QUESTION 3

You are implementing Microsoft Dynamics 365 Field Service for a health care institution. Each day, the institution receives a large number of appointment requests for pediatricians.

You have the following requirements:



create a daily schedule for pediatricians with a frequency of 30 minutes for each slot.

provide a full-day schedule with start times and end times.

Solution: You create a fulfillment preference with interval details with a duration of 30 minutes for the whole day, associate it to a requirement, and then book the requirement with the schedule assistant.

Does this meet the goal?

A. Yes

B. No

Correct Answer: B

QUESTION 4

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.

Does this meet the goal?

A. Yes

B. No

Correct Answer: B

QUESTION 5

You are a field service technician. You need to supply a fan belt for a compressor at a customer site. When checking the stock in your van you realize your fan belt inventory is showing 0.

You need to initiate a transfer from the stock at the home office.



Which two fields must you use to complete the transfer of stock? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. To Location
- B. Destination Warehouse
- C. Source Warehouse
- D. From Location

Correct Answer: BC

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