MB-240^Q&As

Microsoft Dynamics 365 Field Service

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QUESTION 1

Your organization uses Microsoft Dynamics 365 Connected Field Service with Microsoft Azure IoT Hub to manage its IoT devices.

The device management team reports an issue where they are unable to register devices since the start of their day.

You need to troubleshoot this issue.

What are the two main reasons for this issue? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

A. Dynamics 365 still needs to be connected to Azure.

B. Azure is offline.

C. The Service Administrator security role is missing in Azure.

D. The IoT Administrator security role is missing in Dynamics 365.

Correct Answer: AB

QUESTION 2

Contoso, Ltd has just acquired a new company in order to increase the services it offers to its customers. Contoso, Ltd. wants to ensure that it is able to track all of the stages in its service management workflow, including the services offered

by the new service company.

You need to configure Dynamics 365 CE for Field Services to ensure that all of the necessary status values are configured correctly to track your company\\'s unique business process.

Which action must you perform?

A. Edit the existing system status field values.

B. Create the necessary sub-status values.

C. Create the necessary system status values.

D. Create the necessary service task values.

Correct Answer: B

https://docs.microsoft.com/en-us/dynamics365/field-service/set-up-booking-statuses

Booking statuses allow you to create multiple sub-statuses mapped to each of your booking statuses in order to more precisely define your company\\'s unique business processes.

QUESTION 3

You are Dynamics 365 for Field Service Development Manager.

You need to enable customization development for multiple developers, via the Woodford solution, where customizations can be combined together to complete the development requirements.

What should you create in order to enable this capability?

A. Create a project for each developer, which publishes changes to a master project.

B. Create a project for each developer, using security roles to identify what customizations are available for modification.

C. Create a Dynamics 365 solution for each developer, which publishes changes to the Woodford solution.

D. Create a project for each developer, each within its own Woodford solution.

Correct Answer: A

QUESTION 4

You are configuring Dynamics 365 Field Service to create an option to see only a specific set of resources on the schedule board. As part of the system setup, all Resources have been assigned to a territory. You want to create the option to

see only resources that are in Washington territory.

Solution: You configure the Scheduler Settings to the scenario.

Does this meet the goal?

A. Yes

B. No

Correct Answer: B

QUESTION 5

You are working for a heating, ventilation, and air conditioning (HVAC) service organization.

The field technicians in your organization are working in the Microsoft Dynamics 365 Field Service mobile app. The technicians report that they are able to access customer assets, but unable to access functional location and customer asset

hierarchy in offline mode.

You need to ensure technicians can view the functional location and customer asset hierarchy in their mobile app.

What should you do?

A. Ensure there is internet connectivity in the mobile app.

B. Add the technicians to the mobile app\\'s offline profile.

C. Enable asset hierarchy for the mobile app.

D. Download offline data to the mobile app.

Correct Answer: B

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