



MB-240^{Q&As}

Microsoft Dynamics 365 Field Service

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QUESTION 1

You are setting up a maintenance agreement for a new customer that will require preventative maintenance visits as well as emergency visits to repair unforeseen equipment failures.

You want to be certain that the price the customer is charged for all maintenance and repairs visits accurately reflects the agreed upon price list. The price of the spare parts used in equipment repairs varies significantly by the territory where

the client is located.

As the work order administrator, you need to ensure that the prices used when generating the invoices for work completed are correct, based on the agreement with the customer and the territory of the customer.

What are three ways that you can accomplish this goal? Each correct answer presents a complete solution.

- A. Add a regional price list to the agreement that includes the price for products and services used.
- B. Add a regional price list to the work order product that includes the price for products and services used.
- C. Add a territory relationship to the work order that includes the price for products and services used.
- D. Add a regional price list to the work order type that includes the price for products and services used.
- E. Add a territory relationship to the agreement that includes the price for products and services used.

Correct Answer: ABD

<https://docs.microsoft.com/en-us/dynamics365/field-service/work-order-entitlements>

QUESTION 2

DRAG DROP

You are a Dynamics 365 for Field Service Administrator. All Products have the Convert to Customer Asset field set to Yes.

Some users indicate products on a customer asset are not always becoming a customer asset. Users provide you with three scenarios.

You need to review the scenarios and provide the answers.

What happens to the product for each user scenario? To answer, drag the appropriate solution to satisfy each listed requirements. Each solution may be used once, 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

- Product is Converted to Customer Asset.
- Product is not Converted to Customer Asset.
- Product is Converted as an Inactive Customer Asset.

- Work Order Product is Estimated. Booking is Closed and Work Order is Closed-Posted.
- Work Order Product is Used. Booking is Closed and Work Order is Open – Completed.
- Work Order Product is Used. Booking is Canceled and Work Order is Closed-Posted.

Correct Answer:

Answer Area

- Product is Converted to Customer Asset.
- Product is not Converted to Customer Asset.
- Product is Converted as an Inactive Customer Asset.

- Work Order Product is Estimated. Booking is Closed and Work Order is Closed-Posted.
- Work Order Product is Used. Booking is Closed and Work Order is Open – Completed.
- Work Order Product is Used. Booking is Canceled and Work Order is Closed-Posted.

QUESTION 3

Your customer asks you to create several work order reports that can be run on-demand. After a discussion about the requirements, you determine that the Report Wizard is the best option.

You need to train your customer on Report Wizard features and customization.

Which three features are available? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.



- A. Data filters
- B. Use an existing view
- C. Power BI Charts
- D. Grouping
- E. Calculation column
- F. Data insights

Correct Answer: ABD

QUESTION 4

You are implementing a Microsoft Dynamics 365 Field Service solution for a customer who has the Field Service Dispatcher security role.

You recently built a custom work order form, but the customer is having trouble viewing it when they log into Dynamics 365. You confirm that the form is set to Display to Everyone, but the customer is still not able to see the form.

You need to resolve this issue.

What should you do before selecting Save and Publish?

- A. 1. Navigate to the app designer.
- 2. In the site map designer, ensure the work order area is present.
- B. 1. Navigate to the app designer.
- 2. Under the work order, ensure the custom form is set to be visible.
- C. 1. Navigate to the work order form.
- 2.

Select Enable Security Roles

3.

Ensure Enabled for Fallback is selected.

D. 1. Navigate to the work order form.

2.

Select Enable Security Roles and Display to only these selected Security Roles

3.

Ensure the Field Service Dispatcher role is applied to the form.

Correct Answer: D



QUESTION 5

You are working with your customer to define their booking timestamps and booking journals.

Your customer needs your help to understand the capabilities.

Which two explanations are appropriate? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Booking timestamps are used to calculate Booking Journals that calculate total travel time and working time for a specific booking.
- B. Overtime is a type of booking journal. The system determines if the working duration is outside normal working hours.
- C. Timesheets are required to be set up in order to properly capture booking timestamps.
- D. Timestamp Frequencies are only updated Per Booking Status Change.

Correct Answer: AB

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