



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 Administrator.

You are setting up a new Incident Type. There are no service tasks or products created that are related to this incident.

Which seven actions should you perform in sequence to add these services? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

NOTE: More than one order of answer choices is correct. You will receive credit for any of the correct orders you select.

Select and Place:



OPTION		TARGET
Create and save all necessary service tasks.		
Create, save, and publish all necessary products.		
Create and save the incident.		
Add all service tasks for this incident.		
Add all products for this incident.		
Add all services for this incident.		
Add any appropriate notes for this incident.		
Create and save all necessary products.		
Publish the incident.		

Correct Answer:



OPTION	TARGET
	Create and save all necessary products.
Create, save, and publish all necessary products.	Create and save all necessary service tasks.
	Create and save the incident.
	Add all service tasks for this incident.
	Add all products for this incident.
	Add all services for this incident.
	Add any appropriate notes for this incident.
Publish the incident.	

References: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/configure-incident-types>

QUESTION 2

You are a Dynamics 365 for Field Service Administrator.

You install and configure Connected Field Service with Azure IoT Central. Several of your connected devices sent alerts back to Dynamics 365 and work orders were created. However, the work orders were not sent back to Azure IoT



Central.

You need to resolve the issue.

Which Action should you take to resolve the issue?

- A. Configure the Microsoft Flow When a work order is created in Connected Field Service, update IoT Central.
- B. Create an IoT Command in Dynamics 365 to trigger an update in IoT Central.
- C. Configure the Dynamics 365 workflow When a work order is created in Connected Field Service, update IoT Central.
- D. Create an IoT action in Dynamics 365 to trigger an update in IoT Central.

Correct Answer: A

References: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/cfs-iot-central-work-orders>

QUESTION 3

You are a Dynamics 365 Field Service functional consultant.

A field resource is given instructions on how to install the mobile app on an iPhone. After installing the app and signing in, a message appears: "You\\re almost there."

What should you do?

- A. Verify that the field resource has been assigned the right security role.
- B. Create a Bookable Resource related to the user.
- C. Set up the field resource as a Bookable Resource.
- D. Set up the field resource as a user in the system.

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 the lead consultant on a Microsoft Dynamics 365 Field Service implementation.

Your customer is interested in seeing an example of how IoT works with Field Service.

Without an actual device, what is the best tool to use to provide the best experience for your customer?

- A. Simulator
- B. Logic Apps
- C. IoT Hub
- D. Stream analytics

Correct Answer: A

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