



MB-240^{Q&As}

Microsoft Dynamics 365 Field Service

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QUESTION 1

You are a Dynamics 365 for Field Service administrator for a construction company.

You need to schedule a work order for a group of resources that will work together for a set number of days, week, or months.

How should you achieve the goal without scheduling the same requirements multiple times manually by using the schedule board (or with the schedule assistant)?

- A. Use Facility Scheduling
- B. Use Multi-Resource Scheduling
- C. Use Resource Crew Scheduling
- D. Use Universal Resource Scheduling

Correct Answer: C

QUESTION 2

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 and Work Hours.

Does this meet the goal?

- A. Yes
- B. No

Correct Answer: A



QUESTION 3

You recently created a new schedule board tab.

You need to ensure that only a subset of users can view this new tab.

Which two actions should you perform? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point.

- A. Ensure the schedule board tab is configured to be shared with specific people.
- B. From the schedule board setting, ensure the record is shared with the appropriate users or teams.
- C. From the schedule board setting, email the record link to the appropriate users or teams.
- D. Ensure the users have the proper security role.

Correct Answer: AB

QUESTION 4

Your company recently implemented Microsoft Dynamics 365 Field Service. You helped set up and configure the required components to ensure that a work order can be created and completed successfully.

One of the dispatchers reports to their manager that the duration in the work order is missing.

You need to ensure the duration is rolled-up to the work order duration.

Which component must you configure?

- A. Estimated Duration in Service Task
- B. Hourly Rate of the Resources
- C. Pricing in Product / Service
- D. Start Date and End Date in Service Task

Correct Answer: A

QUESTION 5

You work for an equipment rental company which rents tower cranes to construction companies.

A tower crane consists of several components such as operator s cabin, trolley, et cetera, which requires regular maintenance and are very expensive.

You need to maintain the service history of all the sub components and track each equipment by client location.

What should you do?

- A. Configure the customer assets hierarchically, and maintain service history at the service account level.



- B. Configure the customer assets hierarchically, and maintain service history at the sub-component level.
- C. Configure the customer inventory records in a hierarchy, and maintain service history at the sub-component level.
- D. Configure the customer inventory records individually, in order to maintain the service history at the parent component level.

Correct Answer: B

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