



# MB-240<sup>Q&As</sup>

Microsoft Dynamics 365 Field Service

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### QUESTION 1

A customer wants to book a servicing appointment from the Field Service self-scheduling portal.

The customer needs to be able to schedule an appointment with an available technician with the right skillset for the job.

Which two options can be used? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Work Order type
- B. Communication Type
- C. Service Product
- D. Service Type

Correct Answer: CD

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### 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 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

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### QUESTION 3

You are a Dynamics 365 Field Service functional consultant who is setting up a new incident type that will contain three service tasks and two products. None of your existing service tasks, services or products will work for this incident type.



Which three steps are required to create this new incident type?

- A. Add any necessary notes for this incident type.
- B. Add all necessary service tasks and products to the incident type.
- C. Create and save the incident type.
- D. Create/save/publish the all necessary service tasks and products.
- E. Add all necessary services to the incident type.

Correct Answer: BCD

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#### 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

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### QUESTION 5

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

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