



MB-240^{Q&As}

Microsoft Dynamics 365 Field Service

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QUESTION 1

Your organization uses the Microsoft Dynamics 365 Field Service solution to perform inspections on customer assets.

Recently, technicians made changes to the service task and completed the inspection again. The analytics team reports that they are unable to get the responses in this instance.

You need to troubleshoot the issue.

Which two actions should you perform to fix this issue? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Enable Deserialization of Inspection Response Flow.
- B. Change the Analytics frequency setting to Daily.
- C. Set the Analytics frequency to Immediately.
- D. Change the Analytics frequency setting to Custom.

Correct Answer: AC

QUESTION 2

You are implementing a Microsoft Dynamics 365 Field Service solution for a client.

The client needs to be able to view the Parent Asset and Master Asset when the Primary Incident Customer Asset is associated to a work order. The asset data should not be stored directly on the work order. It should only be visible when the

Customer Asset is selected.

Solution:

1.

Create the Parent Asset and Master Asset on the work order.

2.

Use Microsoft Power Automate to populate fields when the Customer Asset contains data. Does this meet the goal?

- A. Yes
- B. No

Correct Answer: A



QUESTION 3

You need to set up a new mobile warehouse for a technician and add inventory to the warehouse.

Which three entities, when updated, will also update the warehouse inventory? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Adjustments
- B. Agreements
- C. Work Order Products
- D. Purchase Order Receipt Product
- E. Work Order Services

Correct Answer: ACD

QUESTION 4

You are implementing Microsoft Dynamics 365 Field Service for a health care institution. Each day, the institution receives a large number of appointment requests for pediatricians.

You have the following requirements:

create a daily schedule for pediatricians with a frequency of 30 minutes for each slot.

provide a full-day schedule with start times and end times.

Solution: You create a fulfillment preference with a start time and end time duration of 30 minutes for the whole day, create a requirement group, and book it with the schedule assistant.

Does this meet the goal?

- A. Yes
- B. No

Correct Answer: B

QUESTION 5

You are installing the Microsoft Dynamics 365 Field Service mobile app for a customer. You need to highlight the features that are available on the mobile app to the customer. Which three features are available? Each correct answer presents a complete solution. NOTE: Each correct selection is worth one point.

- A. Route Schedule Optimization



- B. Offline Capability
- C. Guides
- D. Capture Customer Signature
- E. Barcode Scanning

Correct Answer: BCE

QUESTION 6

You are creating booking dates for a manufacturing customer based on agreements within the system. The customer is not able to generate the appropriate booking dates within the system.

You need to ensure that booking dates are created for this customer. What should you do?

- A. Set Copy Incident Items to Agreement to Yes
- B. Ensure service tasks are set up on the booking
- C. Set Generate Agreement Invoices 7 Days in Advance
- D. Set Auto Generate Booking to Yes

Correct Answer: D

QUESTION 7

DRAG DROP

A new member of your company's scheduling department is learning which scheduling function to use in Dynamics 365 for Field Service, based on different scenarios.

You need to provide a scheduling matrix to the new team member.

Which scheduling function should be used with each scenario? To answer, drag the appropriate function to the appropriate scenario. Each function 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

Schedule Board

View map of resource, organizational units, bookings, or requirements.

Schedule Assistant

Filter resources to see select resources' actively scheduled work orders.

Booking Rules

Filter resources based on requirements of the work order.

Resource Scheduling Optimization

Schedule requirements that are part of a group.

Facility Scheduling

Correct Answer:

Answer Area

Schedule Board

View map of resource, organizational units, bookings, or requirements.

Schedule Board

Schedule Assistant

Filter resources to see select resources' actively scheduled work orders.

Schedule Board

Booking Rules

Filter resources based on requirements of the work order.

Schedule Assistant

Resource Scheduling Optimization

Schedule requirements that are part of a group.

Schedule Assistant



QUESTION 8

You are setting up assets for a customer.

The VP of Field Service wants to have greater visibility to all the serialized components of an asset in a hierarchical view.

Solution: You create Asset Properties to describe each component for viewing in a hierarchy.

Does this meet the goal?

A. Yes

B. No

Correct Answer: B

QUESTION 9

DRAG DROP

You are setting your environment to use Resource Scheduling Optimization (RSO). You have enabled Optimize Schedule for all Bookable Resources.

You need to complete the remaining steps to prepare your work order data for optimization.

Which three actions should you perform, in sequence, to achieve the goal? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Select and Place:



Actions		Order
Set Optimize Schedule field to Yes for all Work Order Requirement records.		
Configure Scheduling Method for booking statuses.		
Set Default Scheduling Method to Optimize for work order booking setup metadata.	➤	⬆
Set Optimize Schedule field to Yes for all Unscheduled Work Order Requirement records.	➤	⬇
Update From Data and To Date for all unscheduled work order requirement record.		

Correct Answer:

Actions		Order
Set Optimize Schedule field to Yes for all Work Order Requirement records.		Set Optimize Schedule field to Yes for all Unscheduled Work Order Requirement records.
		Update From Data and To Date for all unscheduled work order requirement record.
Set Default Scheduling Method to Optimize for work order booking setup metadata.	➤	Configure Scheduling Method for booking statuses.
	➤	

References: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/rso-configuration>



QUESTION 10

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

QUESTION 11

You are a Microsoft Dynamics 365 Field Service technician at a customer site. Three additional existing customer assets need to be added to the work order.

You need to add these customer assets to the work order.

What should you do?

- A. Add the customer assets to the primary work order incident.
- B. Add the customer assets directly to the work order.
- C. Add additional incidents with the associated existing asset.
- D. Add the customer assets at the work order product level.

Correct Answer: A

QUESTION 12

The company has hired a new manager to set up and configure Field Service to automatically schedule work orders to the most appropriate resource scheduling.

The manager is unable to optimize requirements and bookings related to work orders.

Which three settings are required? Each correct answer presents part of the solution.

- A. Assign the Field Service-Administrator security role to the RSO user.
- B. Add the RSO dispatcher role to a dispatcher.
- C. Enable Resource Scheduling Optimization.
- D. Set Connect to Maps as Yes.



E. Add RSO to the profile Field Service-Administrator.

Correct Answer: ACD

QUESTION 13

You need to configure the Microsoft Dynamics 365 Field Service mobile app to provide field technicians with access to custom entities. What should you do?

- A. Go to the mobile offline profile, and add the entity.
- B. Create a new role and assign it to the technicians.
- C. Add the entity to the site map of the Field Service mobile model-driven app.
- D. In the mobile offline profile, add a custom data filter to the entity.

Correct Answer: C

QUESTION 14

You need to make sure that only a specific set of resources are allowed to be scheduled to perform certain work orders. Which type should you select when you create a resource requirement preference?

- A. Must choose from
- B. Preferred
- C. Restricted
- D. Auto-suggested

Correct Answer: A

QUESTION 15

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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