



MB-240^{Q&As}

Microsoft Dynamics 365 Field Service

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QUESTION 1

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 2

You are Dynamics 365 for Field Service Administrator and work for a manufacturing company. The company provides customers with large power systems for sophisticated data centers. The power systems are serviced by a field engineering team.

The field engineering team documents work done on repairs and maintenance by completing Work Orders within Dynamics 365.

You need to easily schedule work orders for the field engineering team via the schedule and enable geocoding.

Which two steps must you take to schedule resources via the schedule board and enable geocoding? Each correct answer presents part of the solution.

- A. Connect to Maps in Resource Scheduling.
- B. Configure the map on the Schedule Board.
- C. Set Auto Geo Code Addresses to Yes in Resource Scheduling.
- D. Set Auto Geo Code Addresses to Yes in Field Service Settings.

Correct Answer: AC



QUESTION 3

You are a Dynamics 365 for Field Service Mobile customizer.

Your mobile technicians indicate that when in offline mode, they do not have access to the same data set that is available online. Offline mode contains less account and work order data, and users cannot see warehouses.

You need to determine which updates to make within the mobile project so that technicians can see the appropriate information.

Which three actions should you choose? Each correct answer presents a complete solution.

- A. Update Synchronization setting to Always Full Sync.
- B. Update entity Sync Filter.
- C. Update View filters.
- D. Update the Max Sync Records setting.
- E. Update the entity Mode to Online and Offline.

Correct Answer: BDE

QUESTION 4

As a new start-up field services company, you are looking to streamline your customer service process to provide the best customer service experience.

Your company has decided to implement Dynamics Field Services as the foundation for its customer service management processes.

You need to ensure that the cases that the customer service team creates can be quickly and efficiently converted to work orders (that will minimize the need to add additional information to the work orders) using the out-of-the-box capabilities.

Which key item do you need to configure before the customer service agents will be able to convert a case to a work order?

- A. Resources
- B. Work Order Types
- C. Booking Rules
- D. Incident Type

Correct Answer: D

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



QUESTION 5

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

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 Agreement Products 3) Set Booking Recurrence 4) Create Invoice Setup 5) Define Invoice Recurrence

Does this meet the goal?

- A. Yes
- B. No

Correct Answer: B

QUESTION 6

You are a Dynamics 365 for Field Service Mobile Administrator (FSM).

When technicians log into FSM, they receive the following message:

"Your organization has not configured Field Service Mobile."

You log into FSM and cannot reproduce the issue with your login.

What must you do to fix the issue?

- A. Update the Security Roles for the FSM project within Woodford.
- B. Update the Priority for the FSM project within Woodford.
- C. Update the Security Roles for all Bookable Resources within Dynamics 365.
- D. Set Enabled for Field Service Mobile to Yes for all Bookable Resources.

Correct Answer: D

References:

QUESTION 7

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains



a unique solution that might meet stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

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 the Holiday Schedule.

Does this meet the goal?

- A. Yes
- B. No

Correct Answer: B

QUESTION 8

You are a Dynamics 365 for Field Service Dispatcher reviewing automatically generated bookings for optimization of the schedule.

You notice that, for certain customers, Work Orders are being generated without service tasks, products, or services, when they should have them documented from the Agreement.

Which two of the following should you troubleshoot? Each correct answer presents part of the solution.

- A. Incident Type contains appropriate Service Tasks, Products, and Services.
- B. Incident Type field "Copy Incident Items to Agreement" is marked "Yes".
- C. Agreement Booking Setup field "Auto Generate Work Order" is marked "Yes".
- D. Agreement Booking Setup contains appropriate Service Tasks, Products, and Services

Correct Answer: BD

QUESTION 9

You are a Dynamics 365 for Field Service Mobile (FSM) customizer.



Technicians report that they are not seeing their Bookings in the FSM app.

You need to investigate why they cannot see their bookings.

What are three actions you must take to perform your investigation? Each correct answer presents a complete solution.

- A. Check Drip Scheduling setting on the Bookable Resource.
- B. Check sync filter on Bookable Resource Booking View.
- C. Check if sync filter on Bookable Resource entity is too restrictive for offline mode.
- D. Check that FSM app is synching to server.
- E. Check if sync filter on Bookable Resource Booking entity is too restrictive for offline mode.

Correct Answer: ACE

References: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/mobile-faq-bookings-not-showing>

QUESTION 10

Contoso, Ltd has just acquired a new company in order to increase the services it offers to its customers. Contoso, Ltd. wants to ensure that it is able to track all of the stages in its service management workflow, including the services offered

by the new service company.

You need to configure Dynamics 365 CE for Field Services to ensure that all of the necessary status values are configured correctly to track your company's unique business process.

Which action must you perform?

- A. Edit the existing system status field values.
- B. Create the necessary sub-status values.
- C. Create the necessary system status values.
- D. Create the necessary service task values.

Correct Answer: B

QUESTION 11

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet stated goals. Some question sets might have more than one correct solution, while

others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.



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

QUESTION 12

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: B

References: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/multi-resource-scheduling-requirement-groups>

QUESTION 13

You are a Dynamics 365 for Field Service Administrator and work for a manufacturing firm. You are receiving support requests that field engineers are unable to see a custom area entitled "Parts Requests" within the Dynamics 365 Field

Service Mobile App.

You need to troubleshoot the Dynamics 365 for Field Service mobile app to ensure that the field engineers are able to view the customizations created.

What are the three steps you can take to troubleshoot the issue reported? Each correct answer presents a complete solution.

A. Ensure that the Dynamics Mobile solution with the appropriate customizations has been published.



- B. Synchronize the Dynamics 365 for Field Service Mobile App.
- C. Ensure that a security role has been assigned to the project.
- D. Verify that the impacted field engineers are enabled to use this project.
- E. Ensure that the Woodford project with the appropriate customizations has been published.

Correct Answer: BCE

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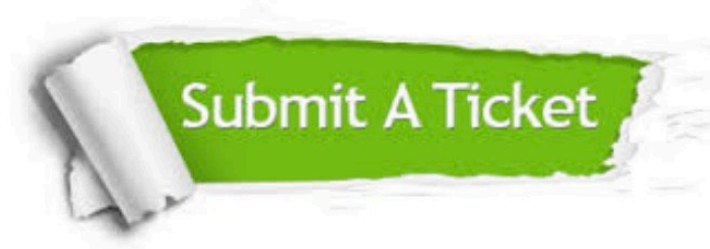
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