

Actual exam question from Microsoft's MB-240

Question #: 1

Topic #: 1

[\[All MB-240 Questions\]](#)

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

Hide Answer

Suggested Answer: *B* 

Community vote distribution

B (100%)




by  **BeastyBee** at Feb. 3, 2020, 6:39 a.m.




Comments







Switch to a [voting comment](#) **New**






Type your comment...






Submit



  **BeastyBee** **Highly Voted**  4 years, 7 months ago
Answer = B.

Set resource hourly rate is missing.
Set resource work hours is missing.
And holiday schedule should be business closures.
   upvoted 11 times

  **sahb** **Most Recent**  2 years, 8 months ago
Hi, is there any new exam. Because this one is too old!
   upvoted 3 times

  **HassanSarhan** 2 years, 9 months ago
Selected Answer: B
Set resource hourly rate is missing.
Set resource work hours is missing.
   upvoted 2 times

  **Sravan8710** 3 years, 1 month ago
Answer: B
   upvoted 1 times

  **VivekSupare** 4 years, 4 months ago
Ans = B (No)
   upvoted 1 times

Actual exam question from Microsoft's MB-240

Question #: 2

Topic #: 1

[\[All MB-240 Questions\]](#)

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.

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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.

Does this meet the goal?

A. Yes

B. No

Hide Answer

Suggested Answer: B

by [BeastyBee](#) at Feb. 3, 2020, 6:40 a.m.

Comments

Switch to a [voting comment](#) New

Type your comment...

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BeastyBee

Highly Voted

4 years, 7 months ago

Answer = B.

Set resource work hours is missing.

upvoted 6 times

Rohan89

Most Recent

2 years, 3 months ago

Both Questions 2 & 3 have same steps, then how the answers can vary?

upvoted 2 times

ceejaybee

2 years, 2 months ago

no, the final step in Q3 mentions work hours, but that is not mentioned in Q2

upvoted 1 times

Sravan8710

3 years, 1 month ago

Answer=B

upvoted 1 times

VivekSupare

4 years, 4 months ago

Ans = B (No)

upvoted 2 times



Actual exam question from Microsoft's MB-240

Question #: 3

Topic #: 1

[\[All MB-240 Questions\]](#)

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 Business Closures.
- 5) Create Bookable Resources with Hourly Rates and Work Hours.

Does this meet the goal?

A. Yes

B. No

Hide Answer

Suggested Answer: A

by [BeastyBee](#) at Feb. 3, 2020, 6:41 a.m.

Comments

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 **Gurpreet_06** 1 year, 1 month ago

correct answer.

   upvoted 1 times

 **Sravan8710** 3 years, 1 month ago

Answer: A

   upvoted 2 times

 **VivekSupare** 4 years, 4 months ago

Ans = A (Yes)

   upvoted 1 times

 **alhitch** 4 years, 6 months ago

I think it's assign pay type scenarios

<https://docs.microsoft.com/en-us/dynamics365/field-service/set-up-resource-pay-types>

   upvoted 1 times

 **fhqhfqh** 3 years, 4 months ago

Set Work Hour

<https://docs.microsoft.com/en-us/dynamics365/field-service/set-up-bookable-resources>

   upvoted 1 times

 **BeastyBee** 4 years, 7 months ago

Answer = A.

Although I have no idea where you can assign Resource Pay Types to the applicable Pay Type?!?

   upvoted 2 times

 **MervFilter** 4 years, 3 months ago

You can set it up in Field Service --> Settings --> Field Service Settings --> Resource Pay Type

   upvoted 4 times

Actual exam question from Microsoft's MB-240

Question #: 4

Topic #: 1

[\[All MB-240 Questions\]](#)

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

Hide Answer

Suggested Answer: *B* 

by  **BeastyBee** at *Feb. 3, 2020, 6:45 a.m.*

Comments

Switch to a [voting comment](#) New

Type your comment...

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- 

 **BeastyBee** Highly Voted 

4 years, 7 months ago

Answer = B.

There is no such thing as agreement products.
Only invoice products exists and should be defined in the invoice setup.





 upvoted 10 times
- 

 **Sravan8710** Most Recent 

3 years, 1 month ago

Ans: B





 upvoted 1 times
- 

 **fhqhfqh**

3 years, 3 months ago

This question was in the exam.





 upvoted 2 times
- 

 **VivekSupare**

4 years, 4 months ago

Ans = B (NO)





 upvoted 1 times



Actual exam question from Microsoft's MB-240

Question #: 5

Topic #: 1

[\[All MB-240 Questions\]](#)

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

Hide Answer

Suggested Answer: B

Community vote distribution

B (100%)


by [BeastyBee](#) at Feb. 3, 2020, 6:49 a.m.

Comments

Switch to a [voting comment](#) **New**

Type your comment...

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 **BeastyBee** **Highly Voted** 4 years, 7 months ago
Answer = B.

Set booking recurrence is missing.
There is no such option as set auto generate invoice. Only auto generate work order exists.
Same for generate agreement invoices X days in advance.

   upvoted 9 times

 **mastaace** 3 years, 4 months ago

B is correct, however there is a "generate agreement invoices X days in advance" field: <https://docs.microsoft.com/en-us/dynamics365/field-service/set-up-customer-agreements> (Step 3: Activate invoice recurrence and view invoices)

   upvoted 2 times


 **HassanSarhan** **Most Recent** 2 years, 8 months ago
Selected Answer: B

Set booking recurrence is missing.

   upvoted 1 times

 **Sravan8710** 3 years, 1 month ago
Answer: B

   upvoted 1 times

 **VivekSupare** 4 years, 4 months ago
Ans= B (NO)

   upvoted 2 times

Actual exam question from Microsoft's MB-240

Question #: 6

Topic #: 1

[\[All MB-240 Questions\]](#)

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.

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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) Set Booking Recurrence
- 4) Create Invoice Setup
- 5) Define Invoice Recurrence

Does this meet the goal?

A. Yes

B. No

Hide Answer

Suggested Answer: A 




by  **BeastyBee** at *Feb. 3, 2020, 6:50 a.m.*

Comments

Switch to a [voting comment](#) **New**

Type your comment...

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  **BeastyBee** **Highly Voted**  4 years, 7 months ago
Answer = A.

Let's hope the auto generate work order is set to Yes.

   upvoted 9 times

  **Jonsberg** **Most Recent**  1 year, 5 months ago

I would say no.

No info about auto-creating work orders and no info about actually activating the agreement

   upvoted 1 times

  **Jonsberg** 1 year, 5 months ago

Actually 'auto-creating work orders' is probably included in the step 2 "booking setup", but the agreement still needs to be activated to allow generating

   upvoted 1 times

  **Sravan8710** 3 years, 1 month ago

Answer= B

   upvoted 1 times

  **DynamicsDave** 3 years, 3 months ago

this is either very poorly written or wrong. The question clearly states "automatically generate work orders" is a customer requirement. Auto Generate Work Order must be set to YES, further Booking can be be manual and still have work orders auto generated. So I would have answered NO.

   upvoted 2 times

  **D365_Cafe** 3 years, 7 months ago

Auto-generate WO should be a part of Step 2 i.e. Booking Setup.

   upvoted 2 times

  **rambhazee** 4 years ago

Shouldnt auto generate work order be set to yes?

   upvoted 2 times

  **VivekSupare** 4 years, 4 months ago

Ans = A Yes

   upvoted 1 times

Actual exam question from Microsoft's MB-240

Question #: 7

Topic #: 1

[\[All MB-240 Questions\]](#)

You are a Dynamics 365 for Field Service Administrator. Your organization wants to use Connected Field Service for existing Customer Assets. You install Connected Field Service and set up Azure IoT Central, but it seems no alerts are being received in Dynamics 365 for the devices. You need to find the issue and resolve it. Which action should you choose?

- A. Configure the Create CFS alerts from IoT Central Workflow within Dynamics 365.
- B. Create the IoT Connected Device connection role to link devices to customer assets.
- C. Register the device in Dynamics 365 Connected Field Service.
- D. Configure the Create CFS alerts from IoT Central within Microsoft Flow.

Hide Answer

Suggested Answer: D

References:

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

Community vote distribution

D (50%)

C (50%)

by [marimar](#) at Nov. 15, 2019, 12:35 p.m.

Comments

Switch to a [voting comment](#) New

Type your comment...

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mastaace 10 months, 3 weeks ago

Selected Answer: C

C is correct. If you install CFS after the assets have already been created they won't be connected to a device. You need to link each Asset with a Device. <https://learn.microsoft.com/en-us/dynamics365/field-service/assets#connect-customer-assets-to-connected-field-service>

upvoted 2 times

Adam_Stedry 1 year ago

In exam 08/23.

upvoted 1 times

AliRizvi 1 year, 3 months ago

Answer is correct.

<https://learn.microsoft.com/en-us/dynamics365/field-service/cfs-iot-alerts>

upvoted 1 times

R1uK 1 year, 6 months ago

Correct <https://learn.microsoft.com/en-us/dynamics365/customer-service/cs-iot-receive-alerts>

upvoted 1 times

ceejaybee 2 years, 2 months ago

In exam, Jun-22 (similar question, not identical)

upvoted 3 times

ceejaybee 2 years, 2 months ago

Selected Answer: D

As per alhitch, it is all about the Flow <https://docs.microsoft.com/en-us/dynamics365/field-service/cfs-iot-central-alerts>

upvoted 2 times

Sravan8710 3 years, 1 month ago

Ans: c

upvoted 1 times

VivekSupare 4 years, 4 months ago

Ans = D (Microsoft Flow)

upvoted 1 times

alhitch 4 years, 6 months ago

Power Automate now

<https://docs.microsoft.com/en-us/dynamics365/field-service/cfs-iot-central-alerts>

upvoted 4 times

Actual exam question from Microsoft's MB-240

Question #: 8

Topic #: 1

[\[All MB-240 Questions\]](#)

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.

Hide Answer

Suggested Answer: [A](#)

References:

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

by [VivekSupare](#) at April 6, 2020, 6:29 p.m.

Comments

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VivekSupare Highly Voted 4 years, 4 months ago

Ans = A (Microsoft Flow)

upvoted 8 times

Sravan8710 Most Recent 3 years, 1 month ago

Ans: C

upvoted 1 times

DynamicsDave 3 years, 3 months ago

Microsoft Flow is now Power Automate and which is an option to do this but not according to A, i would have said C, within Dynamics you "Create a Flow" maybe not "workflow" but the rest is valid.

upvoted 2 times

MervFilter 4 years, 3 months ago

<https://docs.microsoft.com/en-us/dynamics365/field-service/cfs-iot-central-bookings>

upvoted 2 times

Actual exam question from Microsoft's MB-240

Question #: 9

Topic #: 1

[\[All MB-240 Questions\]](#)

You are a Dynamics 365 for Field Service consultant.

One of your Dynamics 365 customers wants to decrease the number of repair appointments by sending fewer technicians onsite.

You need to provide a recommendation of which solution your customer should use to achieve their request.

What should you recommend?

A. Azure IoT Hub

B. Connected Field Service

C. Dynamics 365 for Field Service

D. Crew Scheduling

Hide Answer

Suggested Answer: **B**

by [shine](#) at March 31, 2020, 7:28 p.m.

Comments

Switch to a [voting comment](#) **New**

Type your comment...

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- Chit** **Highly Voted**

4 years, 4 months ago

The reason for Answer as B is because by setting connected field service work can be done from hub / shop itself and hence less technicians will be needed to be sent onsite.

upvoted 10 times
- Sravan8710** **Most Recent**

3 years, 1 month ago

Answer: B

upvoted 2 times
- VivekSupare**

4 years, 4 months ago

Ans= B (Connected Field Service)

upvoted 2 times
- Dude**

4 years, 5 months ago

The question indicates the customer has Dynamics CE, it does not mention if the customer has Field Service, so, why not C. I can't make sense why this would be option B

upvoted 1 times
- jakub_kangur**

1 year, 8 months ago

Be aware of your role stated in the first sentence. You are a FS Consultant and you have a customer. So you already working on FS with this customer. Aren't you?

upvoted 1 times
- shine**

4 years, 5 months ago

Why answer B? Does anyone know? Connected FS only helps you detect the issues faster, not send out less technicians.

upvoted 1 times
- smar**

4 years, 3 months ago

Well, because by keeping eye on the assets (by using Connected FS), all alerts and potential issues are sent pro-actively by the system). That is why there are less technicians are needed to perform regular tasks.
This is the way I interpret it.

upvoted 6 times

Actual exam question from Microsoft's MB-240

Question #: 10

Topic #: 1

[\[All MB-240 Questions\]](#)

DRAG DROP -

You are a field service administrator for your company.

You review the Field Service administrator guide to understand how the status fields can support your company's business processes.

Which unique entity system status value matches with its Entity Type? To answer, drag the appropriate unique entity system status values to the appropriate Entity Type. Each unique entity system status value 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:

Purchase Order

Agreement

Booking Status

Draft

Billed

Estimate

Expired

Traveling

In progress

Hide Answer

Suggested Answer:

Purchase Order

Agreement

Booking Status

Answer Area

Draft

Billed

Estimate

Expired

Traveling

In progress

Purchase Order

Purchase Order

Agreement

Agreement

Booking Status

Booking Status

by **BeastyBee** at Feb. 3, 2020, 7:11 a.m.

Comments

Type your comment...

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- BeastyBee

Highly Voted

4 years, 7 months ago

Purchase order system statuses:

- Draft

- Submitted

- Products received

- Billed

- Canceled

Agreement system statuses:

- Estimate

- Active

- Expired

- Canceled

Booking system statuses:

- Scheduled

- Traveling

- In progress

- On break

- Completed

- Canceled

upvoted 31 times

Kyol

Most Recent

2 years, 4 months ago

How would you estimate an agreement? C'mon what we estimating here? The date?

upvoted 2 times

Strever

10 months, 2 weeks ago

By the weight of the Agreementrecord. /s

upvoted 1 times

Sravan8710

3 years, 1 month ago

PO

Draft

Billed

Estimate

Agreement

Draft

Billed

Booking status

Expired

Traveling

In Progress

upvoted 1 times

fhqhfqh

3 years, 4 months ago

Docs:

- Purchase Order: <https://docs.microsoft.com/en-us/dynamics365/field-service/create-purchase-order>

- Agreement: <https://docs.microsoft.com/en-us/dynamics365/field-service/set-up-customer-agreements>

- Booking Status: <https://docs.microsoft.com/en-us/dynamics365/field-service/set-up-booking-statuses>

upvoted 3 times

VivekSupare

4 years, 4 months ago

Given Ans is correct.

upvoted 2 times

GaneshCRM

4 years, 6 months ago

Traveling and In Progress are in Field Service Status within Booking Statuses

upvoted 1 times

Actual exam question from Microsoft's MB-240

Question #: 11

Topic #: 1

[\[All MB-240 Questions\]](#)

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.

Hide Answer

Suggested Answer: B

Community vote distribution

B (100%)

by VivekSupare at April 6, 2020, 6:34 p.m.

Comments

Switch to a [voting comment](#) New

Type your comment...

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DaneP Highly Voted 4 years, 1 month ago

Ans = B(Sub-Statuses)

<https://docs.microsoft.com/en-us/dynamics365/field-service/set-up-booking-statuses>

Booking statuses allow you to create multiple sub-statuses mapped to each of your booking statuses in order to more precisely define your company's unique business processes.

upvoted 7 times

ceejaybee Most Recent 2 years, 2 months ago

Selected Answer: B

B - best not to amend status values

upvoted 1 times

moodi86 2 years, 7 months ago

it is nor clear fom the question if it is booking status or work order substatus

upvoted 1 times

Sravan8710 3 years, 1 month ago

B: Create necessary sub-statuses values. Touching system statuses is not suggestable approach.

upvoted 2 times

VivekSupare 4 years, 4 months ago

Ans = B (Substatus)

upvoted 1 times

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Q

Actual exam question from Microsoft's MB-240

Question #: 12

Topic #: 1

[\[All MB-240 Questions\]](#)

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

Hide Answer

Suggested Answer: D

References:

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

Community vote distribution

D (100%)

by [VivekSupare](#) at April 6, 2020, 6:35 p.m.

Comments

Switch to a [voting comment](#) New

Type your comment...

Submit

- SuchiS

3 weeks, 6 days ago

D is correct answer, when user clicks on Convert to Work order button from Case record, the pop-message is displayed "An incident type is required to convert a case to a work order."

upvoted 1 times
- Abood110

1 year ago

why so ez

upvoted 1 times
- ceejaybee

2 years, 2 months ago

In exam, Jun-22

upvoted 2 times
- ceejaybee

2 years, 2 months ago

Selected Answer: D

D - Case must have Incident Type populated, to be able to convert to Work Order

upvoted 1 times
- Sravan8710

3 years, 1 month ago

Incident type

upvoted 1 times
- bananawu

3 years, 4 months ago

In the WorkOrder quick create form the Work Order Type is required and the Incident Type is not required

upvoted 1 times
- Nandha

4 years, 1 month ago

Suggested Answer is Correct (D)

upvoted 2 times
- DaneP

4 years, 1 month ago

Sorry I paste incorrect link before.
Apologizes incorrect link before
<https://docs.microsoft.com/en-us/dynamics365/field-service/configure-incident-types>

upvoted 4 times
- DaneP

4 years, 1 month ago

Incident types act as service templates that allow users to quickly create work orders for the most common types of jobs that your organization performs. Incident types are also used to define specific work order issues and recommended resolutions.

<https://docs.microsoft.com/en-us/dynamics365/field-service/set-up-booking-statuses>

upvoted 4 times
- VivekSupare

4 years, 4 months ago

Ans: D (Incident Type)

upvoted 2 times



Actual exam question from Microsoft's MB-240

Question #: 13

Topic #: 1

[\[All MB-240 Questions\]](#)

DRAG DROP -

You are a Dynamics 365 for Field Service administrator. Your company only uses contractors as Bookable Resources. The contractors are not licensed Dynamics 365 users.

The scheduling team books work orders to resources based on location. The team provides you with scenarios because many resources are not showing up in the scheduling assistant.

You need to update bookable resource records based on the provided scenarios.

Which address type should you use with each scenario? To answer, drag the appropriate address type to the appropriate scenario. Each address type may be used one, 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:

Entity

Requirement

Location Agnostic

Business Unit Address

Resource Address

Contact Addresses

Organizational Unit Address

Contractors in TerritoryA start the day at their home location.

Contractors in Territory8 do not have a starting location.

Contractors in TerritoryA end the day at TerritoryA office.

Hide Answer

Suggested Answer:

Entity

Requirement

Location Agnostic

Business Unit Address

Resource Address

Contact Addresses

Organizational Unit Address

Contractors in TerritoryA start the day at their home location.

Contractors in Territory8 do not have a starting location.

Contractors in TerritoryA end the day at TerritoryA office.

Contact Addresses

Location Agnostic

Organizational Unit Address

References:
<https://docs.microsoft.com/en-us/learn/modules/configure-bookable-resources-urs-dynamics-field-service/3-define-bookable-resources>

by **Menik** at *Sept. 26, 2019, 10:17 a.m.*

Comments

Type your comment...

Submit

Menik Highly Voted 4 years, 11 months ago

The first requirement should be 'Resource Address'. 'Contact Address' is not an available option.

upvoted 23 times

Suchi 4 years, 10 months ago

Exactly

upvoted 8 times

VivekSupare Highly Voted 4 years, 4 months ago

1. Resource Address
2. Location Agnostics
3. Organizational Unit Address

upvoted 22 times

Adam_Stedry Most Recent 1 year ago

In exam 08/23.

upvoted 1 times

ceejaybee 2 years, 2 months ago

In exam, Jun-22

upvoted 3 times

HassanSarhan 2 years, 8 months ago

First one should be (Resource Address)
Resource Address: Uses the latitude and longitude associated with the corresponding record based on the resource type:

Resource type - user: Uses the latitude and longitude associated with the address defined on their Microsoft 365 user record.
Resource type - contact: Uses the latitude and longitude associated with the address defined on their Dynamics 365 contact record.
Resource type = account: Uses the latitude and longitude associated with the address defined on their Dynamics 365 account record.

upvoted 3 times

GntIshad 2 years, 11 months ago

Yea, a resource can be a contact, so the right option should be Resource Address, contact address does not exists in field service as an option in this regard.

upvoted 1 times

Sravan8710 3 years, 1 month ago

Resource Address,
Location Agnostic

upvoted 1 times

Hurst 3 years, 11 months ago

In exam

upvoted 1 times

Nandha 4 years, 1 month ago

I used to think Contact Address is more appropriate because resource entity doesnt have any address information but only uses the address information from associated entities. But its certainly right to think that "Resource Address" is correct because this option is explicitly seen on Bookable Resource Entity (Start & End Location)

upvoted 1 times

DaneP 4 years, 1 month ago

There are only three Start and End Locations listed.
<https://docs.microsoft.com/en-us/dynamics365/field-service/set-up-bookable-resources>

Step 6 :Start/End Location: Decide where the resource starts and ends his or her working day for scheduling and routing purposes.
1. Resource Address
2. Location Agnostics
3. Organizational Unit Address

upvoted 2 times

TonyRome 4 years, 3 months ago

it is Contact Address based on the link Shine has below...read "The exact location is derived from the latitude and longitude values on the related user, account, or contact records depending on the resource type. "

upvoted 1 times

harry11 4 years, 3 months ago

Resource Address, Location Agnostics and Organizational Unit Address is correct. That the Resource Address is, if it is of type contact, derived from the contact's address is true but not the question. The question says "You need to update bookable resource records based on the provided scenarios", and on a bookable resource record you can only select the 3 options mentioned!

upvoted 2 times

shine 4 years, 2 months ago

I think you might be right. There really is no option of Contact's Addresses, it's not even possible to select it.

upvoted 1 times

Chit 4 years, 4 months ago

Suchi is correct it is indeed resource address

upvoted 1 times

shine 4 years, 5 months ago

Does "Business Unit Address" even exist anywhere as an option?

upvoted 2 times

shine 4 years, 5 months ago

I agree with mfarazmahmood. It says that technicians do not have the licence. So resource type is Contact.
Account or Contact: Choose this option if the resource is not directly a part of your organization, but needs to be scheduled. A common example is subcontractors. This also allows the scheduling framework to more easily apply to an organization's existing Dynamics system that may be using accounts and contacts to manage workers, partners, and contractors before Field Service is purchased and implemented.
<https://docs.microsoft.com/en-gb/dynamics365/field-service/set-up-bookable-resources>

upvoted 4 times

mfarazmahmood 4 years, 7 months ago

"Contact Address"
"Location Agnostic"
"Organizational Unit Address"

upvoted 2 times

alhitch 4 years, 6 months ago

I don't see "Contact Address" as an option. Can you point this out?

upvoted 3 times

[Removed] 4 years, 7 months ago

Suchi is correct.

upvoted 1 times

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Q

Actual exam question from Microsoft's MB-240

Question #: 14

Topic #: 1

[All MB-240 Questions]

Your company is expanding nationally.

You need to configure tax codes for a new territory, so the company can start to operate in the new territory.

You realize that you can identify which field service record types the tax code will be applied to.

Which three Field Service record types are taxable within the new tax code? Each correct answer presents a complete solution.

A. Agreements

B. Services

C. Purchase Orders

D. Products

E. Work Orders

Hide Answer

Suggested Answer: ABD

Community vote distribution

ABD (100%)

by Menik at Sept. 26, 2019, 10:25 a.m.

Comments

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- Suchi Highly Voted 4 years, 10 months ago

The question is 'configure tax codes' for which you go to Settings area in Field service app. Settings--> Tax codes (under General)--> On Active tax code page, click New. There are only three taxable items [whether we choose Yes/No] products, services and agreements.

upvoted 22 times

Preea Most Recent 1 year, 4 months ago

Work Order :Taxable, Tax Code, Tax Amount, Subtotal Amount
Account:Tax Exempt, Tax Exempt Number, Sales Tax Code
Agreement:Taxable, Tax Code
Purchase Order Bill:Tax Amount, Tax Code
RMA:Taxable, Tax Code

Hence Work order, agreement and Purchase order is correct.
Service and Products are taxable.

upvoted 3 times

Gupta01 1 year, 8 months ago

Answer is ACE 100% sure. "tax will be applied to your products, agreements, and services." That is tax not tax code. Tax code is customer or delivery location based not based on any item. Tax and Tax codes are different items.

upvoted 3 times

ceejaybee 2 years, 2 months ago

In exam, Jun-22

upvoted 3 times

isaw 2 years, 3 months ago

Selected Answer: ABD

abd correct?

upvoted 1 times

ekmode 2 years, 11 months ago

Ref Link- <https://docs.microsoft.com/en-us/dynamics365/field-service/set-up-tax-codes>.
Set up tax codes in Dynamics 365 Field Service and specify how much tax will be applied to your products, agreements, and services.

upvoted 1 times

AnnaLitik 2 years, 11 months ago

The first sentence from the link <https://docs.microsoft.com/en-us/dynamics365/field-service/set-up-tax-codes> is: "Set up tax codes in Dynamics 365 Field Service and specify how much tax will be applied to your products, agreements, and services." So, the answer is ABD

upvoted 2 times

Sravan8710 3 years, 1 month ago

PO, WO, Services

upvoted 1 times

Nandha 4 years, 1 month ago

Answer is ABD

https://docs.microsoft.com/en-us/dynamics365/customer-engagement/web-api/msdyn_taxcode?view=dynamics-ce-odata-9

upvoted 1 times

Nandha 4 years, 1 month ago

This is straight forwards, the only three boolean options (yes/no) you see on the Tax Code entity is Product, Service, and Agreement.

upvoted 1 times

705 4 years, 2 months ago

ACE is correct

upvoted 1 times

Chit 4 years, 4 months ago

ACE is correct - Agreement, Purchase Order and WO

upvoted 1 times

harry11 4 years, 3 months ago

No it's not! It is ABD!

upvoted 1 times

vkpatibandla 4 years, 4 months ago

Agreement, Services, Products
<https://docs.microsoft.com/en-us/dynamics365/field-service/set-up-tax-codes>

upvoted 3 times

VivekSupare 4 years, 4 months ago

agreement
services
products

upvoted 3 times

alhitch 4 years, 6 months ago

The Tax Code entity on has 1:N relationships with 1) Agreements 2) Purchase Order Billing 3) Work Order entities NOT with Product or Service

upvoted 4 times

mfarazmahmood 4 years, 7 months ago

ABD is correct Answer.
Read the first line from the reference link below
Refrence Link:
<https://docs.microsoft.com/en-us/dynamics365/field-service/set-up-tax-codes>

upvoted 2 times

Menik 4 years, 11 months ago

I think the answer should be ACE. You can define a tax code on a work order, purchase order bill and Agreement.
On product you can just define if the product is taxable. Not related it directly to a tax code.

Question isn't very clear about this

upvoted 1 times

Menik 4 years, 11 months ago

Never mind the above.

Each tax code lets you define tax information for:
Products that are included on a Work Order.
Services that are being executed on the Work Order.
Service Agreements sold to the customer.

upvoted 4 times

Suchi 4 years, 10 months ago

I agree with the confusion. My initial answer was ACE too. But since there is no tax option/field on POs, I re-thought my answers. ABD makes sense. A work order includes products and/or service so any taxation associated with products and services will auto-add to the work order as products/services are included on a WO. A WO by itself cannot be taxed for being an entity in Field service.

upvoted 3 times

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Q

Actual exam question from Microsoft's MB-240

Question #: 15

Topic #: 1

[All MB-240 Questions]

You are entering products and services into Dynamics 365 CE Field Services.

You need to ensure that your field technicians can use the products when completing work orders.

Which two field service product types should you configure to allow your technicians to add work order products? Each correct answer presents a complete solution.

A. Product

B. Non Inventory

Most Voted

C. Inventory

Most Voted

D. Service

Hide Answer

Suggested Answer:

CD

References:

https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/create-product-or-service

Community vote distribution

BC (86%)

14%

by

Suchi

 at Oct. 10, 2019, 5:51 a.m.

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- marimar

Highly Voted

4 years, 9 months ago

Correct answer is B and C
You only can add Work Order Products of type Inventory and Non-Inventory, if you tray to add a product of type Service, popup is displayed with the message: The product can only be a product with the Field Service product type of Inventory or Non Inventory.

upvoted 22 times
- Dude

Highly Voted

4 years, 5 months ago

I did a small test and created a product but never set the field service settings to define the Product as Inventory, Non-inventory or a service, I left it blank. When trying to add the product to a Work Order, Dynamics 365 returns the following error message, "The product can only be a product with the Field Service product type of Inventory or Non Inventory."

So I will have go with BC as the correct answers

upvoted 7 times
- Sean_K_Walsh

Most Recent

7 months, 1 week ago

If you attempt to add a work order product that is of type Service. Then on save you will get this error message:

"The product can only be a product with the Field Service product type of Inventory or Non Inventory"

So the correct answer is B & C.

upvoted 1 times
- Adam_Stedry

1 year ago

In exam 08/23.

upvoted 1 times
- UrvinL

1 year, 2 months ago

Def B&C

upvoted 1 times
- Keem

1 year, 3 months ago

The Frontline Engineers are not product seller here (in which case you consider the items with them as stock or inventory) they are technicians delivering services. As such, items with them are assigned to them as NON-INVENTORY as to be used as they deliver SERVICES. i go for C and D. Logically and practically.

upvoted 1 times

Keem

1 year, 3 months ago

B and D

upvoted 1 times

Preea

1 year, 4 months ago

Item type inventory and non inventory can be added by engineers.
Item type service is auto generated based on time rule(work hour and travel hour)
so answer B and C

upvoted 1 times

Ruben1993

1 year, 5 months ago

Selected Answer: BC

The product can only be a product with the Field Service product type of Inventory or Non Inventory.

upvoted 1 times

sbrugman

1 year, 8 months ago

Selected Answer: BC

It must be B&C for the Work Order Product. D - Service is for the Work Order Service

upvoted 1 times

dannyshah

1 year, 10 months ago

In the Field Service section, choose a Field Service Product Type which is required to add a product or service to a work order.
Inventory: Products that are inventoried and have quantities tracked in a warehouse.
Non-inventory: Items that are typically not inventoried. For example, stickers or zip ties.
Service: Used to create service products, which represent the work that you sell to your customers. The quantity of service products is measured with a duration of time. Only service products can be associated with a work order as a service.

upvoted 1 times

sosiya

1 year, 12 months ago

A & D based on the link provided
With the product entity, you can create products and services to add to work orders.

Products represent items a field technician may record while completing a work order for which the client may be billed. Products can be physical items, like a battery or a part, or may be non-physical components, like an oil change or a estimate. Both physical and non-physical products are measured and sold in quantity of units. Many physical items are tracked as inventory. Non-physical items will not be tracked as inventory. For more information, see details on the Field Service Product Type field in the Create a product or service section of this article.
Services represent labor a field technician performs and may bill the client for. Services are measured in time duration.

upvoted 1 times

ceejaybee

2 years, 2 months ago

In exam, Jun-22 (similar question, but now asks for 3 answers)

upvoted 1 times

DynamicsDave

1 year, 10 months ago

It would be BCD then

upvoted 1 times

ceejaybee

2 years, 2 months ago

Selected Answer: BC

B&C based on links provided

upvoted 1 times

tymothi

2 years, 8 months ago

Selected Answer: CD

Only products /can be billed as either Inventory or Non Inventory. Service is not tracked as one of them, so is added to a work order as Service. Hence, in my opinion the given answers (C&D) are correct.

upvoted 1 times

HassanSarhan

2 years, 8 months ago

Selected Answer: BC

Correct answer B&C
In the Field Service section, enter a Field Service Product Type, which is required in order to add a product or service to a work order:

Inventory: This option is used for products of high value, or products that are inventoried and have quantities tracked in a warehouse.

Non-inventory: This option is used for low-value items that are typically not inventoried. Examples include consumables like stickers or zip ties.

Service: The service option is used to create service products, which represent the labor that you sell to your customers. The quantity of service products is measured with a duration of time. Only service products can be associated with a work order as a service.

upvoted 3 times

Sravan8710

3 years, 1 month ago

B and C

upvoted 1 times

fhqhfqh

3 years, 3 months ago

This question was in the exam.

upvoted 1 times

Load full discussion...

Actual exam question from Microsoft's MB-240

Question #: 16

Topic #: 1

[\[All MB-240 Questions\]](#)

The field service team manager needs you to give a new technician user access to the system. The technician will use the mobile application to fill out work orders when they are onsite doing filed work to repair factory motors at customer sites. When the dispatcher takes vacation, the new technician user will manage dispatcher functions.

Which two field service security roles will the new technician user need? Each correct answer presents part of the solution.

A. Field Service-Dispatcher

B. Field Service-App Access and Field Service -Resource

C. Field Service-Mobile User

D. Field Service-User

Hide Answer

Suggested Answer: AB

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/view-user-accounts-security-roles#field-service-roles>

Community vote distribution

AB (100%)

by VivekSupare at April 6, 2020, 6:44 p.m.

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ceejaybee 2 years, 2 months ago

Selected Answer: AB

answers correct

upvoted 2 times

Sravan8710 3 years, 1 month ago

answer A and B

upvoted 1 times

Nandha 4 years, 1 month ago

Correct Suggested Answer - AB

upvoted 2 times

VivekSupare 4 years, 4 months ago

Dispatcher

F.S. App access and service resource

upvoted 4 times

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Q

Actual exam question from Microsoft's MB-240

Question #: 17

Topic #: 1

[\[All MB-240 Questions\]](#)

DRAG DROP -

To improve communications with customers, your company has decided to implement Twilio, a third-party communication platform that has call and messaging capabilities.

The Twilio solution includes a number of core components to deliver the capability, all of which need to be set up.

Which five steps should you take in sequence to prepare data for optimization? 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:

STEPS

Configure Microsoft Flow Account.

Set up a Twilio account.

Generate account SID and authentication token.

Configure SMS and IVR workflows.

Install a Twilio-managed solution.

Obtain phone numbers.

ORDER

Hide Answer

Suggested Answer:

STEPS

Configure Microsoft Flow Account.

Set up a Twilio account.

Generate account SID and authentication token.

Configure SMS and IVR workflows.

Install a Twilio-managed solution.

Obtain phone numbers.

ORDER

Set up a Twilio account.

Generate account SID and authentication token.

Install a Twilio-managed solution.

Obtain phone numbers.

Configure SMS and IVR workflows.

by Suchi at Oct. 10, 2019, 6:18 a.m.

Comments

Type your comment...

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- GaneshCRM** Highly Voted 4 years, 6 months ago

As per <https://www.powerobjects.com/guides/powersms/> the order is

1. Setup a twilio Account

2. Obtain Phone Numbers

3. Generate account SID and authentication token

4. Install a Twilio-managed solution

5. Configure SMS and IVR solution

upvoted 11 times
- ekmode** Highly Voted 2 years, 11 months ago

Ref Link - URL: <https://www.microsoft.com/en-us/download/confirmation.aspx?id=53586>

Check - Twilio Integration Guide

1.Setup Twilio Account

2.Generate account SID and authentication token

3.Obtain Phone Numbers

4.Install a Twilio-managed solution

5.Configure SMS and IVR solution

upvoted 9 times
- HassanSarhan** 2 years, 8 months ago

This is the correct answer

upvoted 2 times
- Iorper** 1 year, 8 months ago

Agree with this answer. The guide given by Microsoft addresses it.

The "Generate account SID and authentication token" comes before the "Obtain Phone Numbers" step.

upvoted 1 times
- Sravan8710** Most Recent 3 years, 1 month ago

Set up a Twilio Account

Install Twilio managed solution

Obtain phone numbers

Configure MS flow account

Configure SMS and IVR workflows.

upvoted 1 times
- oskubiy** 3 years, 6 months ago

<https://alphabold.com/dynamics-365-integration-with-twilio-using-microsoft-flow/>

1. Setup a Twilio Account

2. Generate account SID and authentication token

3. Install a Twilio-managed solution

4. Obtain Phone Numbers

5. Configure SMS and IVR solution

upvoted 1 times
- Chirag90** 3 years, 11 months ago

Obtain Phone Number should be 3rd step.

upvoted 1 times
- Sathesh85** 4 years ago

Can anyone confirm which is the correct order? since am seeing multiple answers below

upvoted 1 times
- Saketk** 4 years, 4 months ago

As per the <https://us.hitachi-solutions.com/blog/dynamics-365-sms-integration-using-microsoft-flow-and-twilio/> link

1. Setup Twilio account - which covers the setup account and create the SID and PWD

2. install the Twlio solution - this is not mentioned but in the next steps we use the same in MS Flows

3. Obtain Phone numbers

4. Create a MS flow

5.Configure SMS and IVR solution

upvoted 1 times
- tinatreides** 4 years, 6 months ago

I think the order is right.

Check here: <https://www.powerobjects.com/guides/powersms/>

upvoted 1 times
- marimar** 4 years, 9 months ago

Obtain phone numbers is before than install a Twilio-managed solution.

As @JanM commented, if you download the installer + installation guide, in file: Twilio Integration guide.docx you can see the correct order

upvoted 3 times
- mfarazmahmood** 4 years, 7 months ago

marimar I think Install Managed Solution and Obtain pone number can be swiped with each other, as after installing manage solution there is a step for configuration and in Configuration we need the phonenumber.

upvoted 1 times
- Suchi** 4 years, 10 months ago

Please can someone provide a link to study for this topic? Thank you

upvoted 2 times
- JanM** 4 years, 10 months ago

You can download the Installer + Installation guide, which details the steps neccessary, from the following URL: <https://www.microsoft.com/en-us/download/confirmation.aspx?id=53586>

upvoted 4 times
- fhqhfhqh** 3 years, 4 months ago

As per document from JanM, the order is:

1. Setup a twilio Account

2. Generate account SID and authentication token

3. Obtain Phone Numbers

4. Install a Twilio-managed solution

5. Configure SMS and IVR solution

upvoted 7 times



Actual exam question from Microsoft's MB-240
Question #: 18
Topic #: 1
[\[All MB-240 Questions\]](#)

DRAG DROP -
Your company has a requirement to use the out-of-the-box Resource types to categorize Active Bookable Resource types. The company wants to ensure easy Dynamics 365 upgrades as needed.
You need to ensure that you only use the appropriate Resource types.
Which types are available for your use? To answer, drag each description on the left to the appropriate column on the right. Each description 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

Descriptions

Account

User

Service Center

Equipment

Team

Resource Type

Not a Resource Type

Hide Answer

Suggested Answer:

Answer Area

Descriptions

Account

User

Service Center

Equipment

Team

Resource Type

Not a Resource Type

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/set-up-bookable-resources>

by [marimar](#) at Nov. 15, 2019, 12:33 p.m.

Comments

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- oggy1** Highly Voted

4 years ago

Resource Type - user, account or contact, equipment, crew, facility, pool

upvoted 7 times
- Kyol** Most Recent

2 years, 4 months ago

Correct

upvoted 2 times
- xkqn2c**

2 years, 6 months ago

Resource type is a classification that describes who or what the resource is and how the resource relates to your organization.

User: Choose this option if the resource is a person and a member of your organization. This resource type must be chosen if the resource is a frontline worker who needs access to the Field Service mobile app. Note: The related user must have Security Roles and Field Security Roles set to Field Service - Resource. For more information, learn more about frontline worker setup.

Account or Contact: Choose this option if the resource isn't directly a part of your organization, but needs to be scheduled. A common example is subcontractors. This also allows the scheduling framework to more easily apply to an organization's existing Dynamics system that may be using accounts and contacts to manage workers, partners, and contractors before Field Service is purchased and implemented.

Equipment: Choose this option if the resource is a piece of equipment, tool, or machine that must be scheduled.

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/set-up-bookable-resources>

upvoted 1 times
- HassanSarhan**

2 years, 8 months ago

Correct answer

upvoted 4 times
- Sravan8710**

3 years, 1 month ago

Resource type

User, Equipment, Team

Non-Resource type

Account, Service center

upvoted 1 times
- agoodwin24**

2 years, 11 months ago

false, account is a resource type

upvoted 4 times
- Qr4nk**

4 years, 4 months ago

Solution is correct - YES, YES, NO, YES, NO

upvoted 1 times



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Actual exam question from Microsoft's MB-240

Question #: 19

Topic #: 1

[\[All MB-240 Questions\]](#)

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

Hide Answer

Suggested Answer: BD

Community vote distribution

BD (100%)

by [JesseB](#) at Nov. 14, 2019, 2:10 a.m.

Comments

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- harry11

Highly Voted

4 years, 3 months ago

BD is correct. A does not solve the issue! Even if an incident type contains appropriate service tasks, products, and services, it is still possible that created work orders based on agreements ("they should have them documented from the Agreement") are being generated without service tasks, products, or services! So with A it is possible that an incident type has tasks, services, products, but a related work order generated from agreement has not. C is about not creating work orders at all.

In contrast: B ensures that incident type and related work order from agreement are the same in terms of tasks, services, products. D is evidently an option which guarantees work orders with tasks, services, products.

upvoted 8 times
- HassanSarhan

2 years, 8 months ago

Rightttt

upvoted 1 times
- ceejaybee

Most Recent

2 years, 2 months ago

Selected Answer: BD

Answers are correct, based on references given

upvoted 1 times
- moodi86

2 years, 6 months ago

A & D --> both refers to task, products and services, which was requitemnt in the question also one of them will be required either you use incedient type for agreemnts or not

upvoted 1 times
- HassanSarhan

2 years, 8 months ago

The answer is correct

upvoted 1 times
- Sravan8710

3 years, 1 month ago

A and D

upvoted 2 times
- shine

4 years, 1 month ago

I also think it's B and D.

Explanation for B:

The Copy Incident Items to Agreement field during incident type setup is important for 2 reasons:

The incident you want to add to an agreement may be slightly different than the incident you would add to a single work order that's not part of an agreement. For example, normally the incident would require 1 hour of a service, but for the agreement, you negotiated with the customer 2 hours of a service. Rather than having to create a second incident type just for this agreement, you can set Copy Incident Items to Agreement to No, add the incident to the agreement, then manually add the specific service tasks, product, services, and so on. This way you can use the same incident type, which helps for reporting later on. Set this option to Yes and the incident items will be added to the agreement and you can accept these items or make slight variations from there.

<https://docs.microsoft.com/en-us/dynamics365/field-service/set-up-customer-agreements>

upvoted 4 times
- Qr4nk

4 years, 4 months ago

For me, personally, A, B and D make sense.

upvoted 1 times
- BeastyBee

4 years, 7 months ago

First, as stated in <https://docs.microsoft.com/en-us/dynamics365/field-service/set-up-customer-agreements>, you do not have to use incident types on a agreement.

So answer D should be included.

But if you use incident types, you should answer A & B. Because both have an impact.

upvoted 1 times
- TonyRome

4 years, 3 months ago

But based on Marimar's logic above (which I agree with), this is only happening for "certain" customers which means that it is solely an agreement issue.

Therefore B and D do make sense.

upvoted 5 times
- JesseB

4 years, 9 months ago

I believe the correct answer here is A,B

upvoted 1 times
- marimar

4 years, 9 months ago

"for certain customers" so question A cannot be correct, since then it would happen FOR ALL clients

upvoted 1 times
- BeastyBee

4 years, 7 months ago

If the same incident types are used for all customers!?!

upvoted 1 times



Actual exam question from Microsoft's MB-240

Question #: 20

Topic #: 1

[\[All MB-240 Questions\]](#)

DRAG DROP -

You are a Dynamics 365 Field Service Administrator Your organization wants to use Incident Types with Work Orders.

You need to create and configure Incident Types based on the provided scenarios.

Which Incident Type feature should you use with each scenario? To answer, drag the appropriate Incident Type feature to the appropriate scenario. Each feature 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

Entity

Products

Services

Service Tasks

Characteristics

Requirement

Incident Types must have a Labor Hours record.

Incident Types must have 1 product brochure.

Incident types must have a checklist for technicians to follow.

Hide Answer

Answer Area

Entity

Products

Services

Service Tasks

Characteristics

Requirement

Incident Types must have a Labor Hours record.

Incident Types must have 1 product brochure.

Incident types must have a checklist for technicians to follow.

Services

Products

Service Tasks

Suggested Answer:

by [Qr4nk](#) at April 26, 2020, 4:07 p.m.

Comments

Type your comment...

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- Qr4nk

Highly Voted

4 years, 4 months ago

The given anser is correct, Services, Products, Service Tasks.

upvoted 7 times
- siraj

Most Recent

2 years, 4 months ago

Correct answers

upvoted 1 times
- Sravan8710

3 years, 1 month ago

Services Tasks, Products, Services Tasks

upvoted 2 times
- siraj

2 years, 4 months ago

Wrong, first one is Service:
"Services - Represent the labor that a field technician performs and might bill the client for. Services are measured in time duration."
<https://docs.microsoft.com/en-us/learn/modules/incident-types/2-define>

upvoted 1 times
- fhqhfqh

3 years, 3 months ago

This question was in the exam.

upvoted 3 times

Actual exam question from Microsoft's MB-240
Question #: 21
Topic #: 1
[\[All MB-240 Questions\]](#)

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.		

Hide Answer

	OPTION	TARGET
Suggested Answer:	Create and save all necessary service tasks.	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.	➤ Create and save the incident.
	Add all service tasks for this incident.	⬅ Add all service tasks for this incident.
	Add all products for this incident.	Add all products for this incident.
	Add all services for this incident.	Add all services for this incident.
	Add any appropriate notes for this incident.	Add any appropriate notes for this incident.
	Create and save all necessary products.	
Publish the incident.		

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

by [marimar](#) at Nov. 15, 2019, 12:36 p.m.

Comments

Type your comment...

Submit

- Freetje

Highly Voted

4 years, 7 months ago

Shouldn't it be: "Create, save, and publish all necessary products". If the product is not published, it will not appear in the "Work Order". Am I not correct?

👍👎🚩

upvoted 8 times
- Abood110

1 year, 2 months ago

Product gets added to WO via incident type even if its in Draft state i.e not published

👍👎🚩

upvoted 2 times
- Candy2002

Most Recent

1 year, 9 months ago

1. Create & Publish Product & Service

2. Create Service Task

3. Create & Save Incident Types

4. Add Product

5. Add Service

6. Add Service Task

7. Add Note

👍👎🚩

upvoted 2 times
- ceejaybee

2 years, 2 months ago

In exam, Jun-22 (similar question, but now possible answers are listed as "add all Products and Service Tasks to Incident", "add all Services to Incident" and "add necessary Notes to Incident"); make of that what you will

👍👎🚩

upvoted 2 times
- vortex1

2 years, 7 months ago

In the latest version, Products Auto Publish by default. If Auto Publish is disabled, then Publishing is mandatory else the Products are not valid (Can be circumvented by using Recent however). I'd say Publishing is at least a mandatory step.

👍👎🚩

upvoted 2 times
- Sravan8710

3 years, 1 month ago

Create and save the Incident type

Create and save all necessary service tasks

Add all service tasks for this incident type

Create, save and publish all necessary products

Add all products for this incident

Add all services for this incident

Publish the incident.

👍👎🚩

upvoted 1 times
- fhqfhqh

3 years, 3 months ago

This question was in the exam.

👍👎🚩

upvoted 1 times
- bananawu

3 years, 4 months ago

For the latest version ~ the Products have to be published

👍👎🚩

upvoted 1 times
- Hurst

3 years, 11 months ago

in exam

👍👎🚩

upvoted 1 times
- Nandha

4 years, 1 month ago

Suggested Answers is Correct. One thing to bear in mind, you dont have to publish a product to be configured as Incident Product.

👍👎🚩

upvoted 1 times
- HaCha

4 years, 2 months ago

• Create and save 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

Is correct

👍👎🚩

upvoted 1 times
- RaquelGarciah

4 years, 2 months ago

¿whar order is correct?

Create and save 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

Or..

H.) Create and save all necessary products.

A.) Create and save all necessary service tasks

C.) Create and save the incident.

E.) Add all products for this incident.

F.) Add all services for this incident.

D.) Add all service tasks for this incident

G.) Add any appropriate notes for this incident.

👍👎🚩

upvoted 2 times
- smar

4 years, 3 months ago

Just tested, the actions are correct. The products does not have to be activated. I just create a new product that I did not Activate. It appeared in the lookup (I was completely sure that the product had to be activated, but this is not the case.

Create and save 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

👍👎🚩

upvoted 3 times
- harry11

4 years, 3 months ago

Right. Yet interesting is that a product that has been created only appears in the lookup because and as long as it is a recent record. Otherwise only activated products appear, under "all records" in the lookup, and "change view" is deactivated. So i guess having only activated products available is how it is meant to be.

👍👎🚩

upvoted 4 times
- Qr4nk

4 years, 4 months ago

You do not need to publish these products! So the given answer is correct.

👍👎🚩

upvoted 3 times
- Dude

4 years, 5 months ago

The first option in the reveal list is correct, however, the option with Publish is more correct. other than that I agree with the rest of the list. as for the order as mentioned by BeastyBee, actually you can add them in any order but I am sure Microsoft would want then in the same order as the TABS appear on the form.

👍👎🚩

upvoted 1 times
- BeastyBee

4 years, 7 months ago

What determines the order of the first 2 answers?

What determines the order of the last 4 answers? If it is the documentation and/or the setup of the form, I would say:

- Products

- Service

- Service tasks

- Notes

👍👎🚩

upvoted 1 times



Actual exam question from Microsoft's MB-240

Question #: 22

Topic #: 1

[\[All MB-240 Questions\]](#)

You are setting up a maintenance agreement for a new customer that will require preventative maintenance visits as well as emergency visits to repair unforeseen equipment failures.

You want to be certain that the price the customer is charged for all maintenance and repairs visits accurately reflects the agreed upon price list. The price of the spare parts used in equipment repairs varies significantly by the territory where the client is located.

As the work order administrator, you need to ensure that the prices used when generating the invoices for work completed are correct, based on the agreement with the customer and the territory of the customer.

What are three ways that you can accomplish this goal? Each correct answer presents a complete solution.

A. Add a regional price list to the agreement that includes the price for products and services used. Most Voted

B. Add a regional price list to the work order product that includes the price for products and services used. Most Voted

C. Add a territory relationship to the work order that includes the price for products and services used.

D. Add a regional price list to the work order type that includes the price for products and services used. Most Voted

E. Add a territory relationship to the agreement that includes the price for products and services used.

Hide Answer

Suggested Answer: *ABC*

Community vote distribution

ABD (100%)

by Suchi at Oct. 19, 2019, 3:59 p.m.

Comments

Switch to a [voting comment](#) New

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Suchi Highly Voted 4 years, 10 months ago

The agreement has no territory and the WO's territory does not affect pricing. Work Order Types however have a price list and can also be referenced in agreements. So my suggestion would be A, B & D.

I learnt about entitlements while preparing for this course and I am a little surprised that entitlements do not show up as an option. I assume this quiz was created before entitlements were added to WO Products and WO Services.

<https://docs.microsoft.com/en-us/dynamics365/field-service/work-order-entitlements>

upvoted 9 times

BeastyBee 4 years, 7 months ago

I agree with A, B & D. territories do not affect pricing. Only price lists do and they can be set on the agreement, work order & work order products.

upvoted 3 times

BeastyBee 4 years, 7 months ago

& work order type.

upvoted 2 times

Adam_Stedry Most Recent 1 year ago

In exam 08/23.

upvoted 1 times

Candy2002 1 year, 9 months ago

I suggest it is A B D, for territory is only tie with customer / user. There is no tie on WO.

upvoted 1 times

ceejaybee 2 years, 2 months ago

In exam, Jun-22

upvoted 2 times

ceejaybee 2 years, 2 months ago

Selected Answer: ABD

ABD, based on references given

upvoted 2 times

BGOLD 2 years, 8 months ago

Selected Answer: ABD

There does not seem to be a way to relate a price list to a territory, therefore I would suggest A, B, D

upvoted 4 times

Sravan8710 3 years, 1 month ago

Answer B,C,D

upvoted 1 times

fhqfhqh 3 years, 3 months ago

This question was in the exam.

upvoted 2 times

Suchi 4 years, 10 months ago

Can someone confirm why option A is coreect?

upvoted 1 times

Actual exam question from Microsoft's MB-240
Question #: 23
Topic #: 1
[\[All MB-240 Questions\]](#)

DRAG DROP -
You are a Dynamics 365 for Field Service Dispatcher.
You need to use the schedule board to find resources for a work order. The work order can be completed by any resource who has the correct piece of equipment and who is available at 9:00 A.M during a selected week.
Which four steps must you take, in sequence, to successfully implement this capability within the schedule board? 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

Book the work order.

Create a new requirement group.

Create a requirement group template.

Add the incident type to a work order.

Associate an incident type to the requirement group template.

Book the requirement with the scheduling assistant.

Answer Area

>

<

^

v

Hide Answer

Suggested Answer:

Actions

Book the work order.

Create a new requirement group.

Create a requirement group template.

Add the incident type to a work order.

Associate an incident type to the requirement group template.

Book the requirement with the scheduling assistant.

Answer Area

Create a requirement group template.

Associate an incident type to the requirement group template.

Add the incident type to a work order.

Book the work order.

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

by [Syedahamed](#) at Jan. 7, 2020, 10:22 a.m.

Comments

Type your comment...

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- Adam_Stedry

1 year ago

In exam 08/23.

👍🔄🚩

upvoted 1 times
- Sravan8710

3 years, 1 month ago

Create a requirement group template

Associate requirement group template to incident type

Add incident type to WO

Book the WO

👍🔄🚩

upvoted 4 times
- HassanSarhan

2 years, 8 months ago

correct

👍🔄🚩

upvoted 1 times
- fhqfhqh

3 years, 3 months ago

This question was in the exam.

👍🔄🚩

upvoted 3 times
- Syedahamed

4 years, 7 months ago

The source given in answer section says, following the right sequence.

1. Create a requirement group template.

2. Create a new requirement group.

3. Book the requirement with the scheduling assistant.

4. Book the work order

Not sure why the answer is marked differently here.

👍🔄🚩

upvoted 2 times

evct

4 years, 7 months ago

If you read the section "Requirement groups for work orders"(<https://docs.microsoft.com/en-us/dynamics365/field-service/multi-resource-scheduling-requirement-groups#requirement-groups-for-work-orders>), you see there the correct order:
1-Create a requirement group template.
2-Associate an incident type to the requirement group template.
3-Add the incident type to a work order.
4-Book the work order.

NOTE: Adding an incident type to a work order can also automatically add requirement groups.

👍🔄🚩

upvoted 15 times
-

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Actual exam question from Microsoft's MB-240

Question #: 24

Topic #: 1

[All MB-240 Questions]

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

Hide Answer

Suggested Answer: B

References:

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

Community vote distribution

C (100%)

by Gdynam at Oct. 20, 2019, 12:38 p.m.

Comments

Switch to a voting comment New

Type your comment...

Submit

- mfarazmahmood

Highly Voted

4 years, 7 months ago

C is correct

upvoted 7 times
- fgrosso

Highly Voted

4 years, 4 months ago

It should be Resource Crew.

Although both Resource Crew, and Requirement Groups (multi-resource) allows to bundle resources, Requirement Groups will provide you alternatives (i.e. for day 1 - Res A, and Res B; for day 2 - Res A, and Res C). The question refers that the resources will work together for a set number of days..., meaning that you cannot select (i.e. for day 1 - Res A, and Res B; for day 2 - Res A, and Res C), meaning that if you want to use Resource Groups, you need to manually select and book them for all individual days. With Crews, you assure that you'll be always using the same resources.

upvoted 5 times
- Remko

Most Recent

3 months, 4 weeks ago

It could be B and C right?

B if they are doing different tasks and C if it's the same stuff. Or am I mistaken?

upvoted 1 times
- sunnybb269

1 year, 7 months ago

Selected Answer: C

Correct answer base on link

upvoted 1 times
- ceejaybee

2 years, 2 months ago

In exam, Jun-22

upvoted 2 times
- ceejaybee

2 years, 2 months ago

Selected Answer: C

C, based on references given

upvoted 1 times
- Thetruthseeker

2 years, 5 months ago

Selected Answer: C

C - Resource Crew

upvoted 1 times
- Sravan8710

3 years, 1 month ago

Resource Crew

upvoted 1 times
- Gkane

3 years, 10 months ago

C is correct because of the duration factor. Requirement groups don't have that

upvoted 2 times
- BPD

4 years, 2 months ago

Correct ans is C as per https://docs.microsoft.com/en-us/dynamics365/field-service/resource-crews

Crews are ideal for scenarios where:

a group of resources will work together for a set number of days, weeks, or months.

upvoted 4 times
- TonyRome

4 years, 3 months ago

My only thought here is that is doesn't say "named resources" or "specific resources" which would definitely be a crew...It just says "a group of resources", which now makes me think resource group is correct.

upvoted 1 times
- Suchi

4 years, 10 months ago

B is correct.

Requirement groups allow us to define groups of resources that would be APPROPRIATE for a job and to then schedule all those resources with a single search. We can mix and match the different types of resources—such as individual field technicians, a whole crew, equipment, or facilities—needed for a job.

Crews can be an option for fulfilling requirement groups. However, a crew might have more resources than required by the requirement group and will therefore rank lower in schedule assistant search results.

upvoted 2 times
- Suchi

4 years, 10 months ago

I chose B earlier, but C, be definition is correct.

upvoted 5 times
- Gdynam

4 years, 10 months ago

The link is talking how this can be achieved with Requirements groups but its not an option.

So think think awnser C (Crews) is more correct.

upvoted 1 times
- Suchi

4 years, 10 months ago

C is correct if we go by the ideal scenario mentioned on

https://docs.microsoft.com/en-us/dynamics365/field-service/resource-crews

upvoted 6 times



Actual exam question from Microsoft's MB-240

Question #: 26

Topic #: 1

[\[All MB-240 Questions\]](#)

You are implementing Dynamics 365 for Field Service.

Your customer needs to understand how they can schedule the closest possible resource to a work order. The requirement further specifies it could be start of day from the company's site or during the middle of the day from an existing work order.

You need to provide them with the settings they need to properly configure so the closest resource is found when using the schedule assistant.

What should you suggest?

- A. Update the Resources Synchronization Timeout (in sec) setting within the Schedule Board Settings.
- B. Update the Load Default Filters on the Schedule Assistant.
- C. Update the Starting Location to Organization Unit within Schedule Board Settings.
- D. Update the filter on the Scheduler core tool tips view.

Hide Answer

Suggested Answer: C

Community vote distribution

D (100%)

by [smar](#) at May 10, 2020, 2:20 p.m.

Comments

Switch to a [voting comment](#) **New**

Type your comment...

Submit

jakub_kangur 1 year, 8 months ago

Selected Answer: D

I will go for D.

Open your work order and select Book - schedule assistant will open

Go to the grid list of resources to the column Distance and change to Sort Ascending.
you will see closest agents on top of the list.

Does it solve the problem?

upvoted 2 times

dannyshah 1 year, 10 months ago

<https://learn.microsoft.com/en-us/dynamics365/field-service/universal-resource-scheduling-for-field-service>

upvoted 2 times

dannyshah 1 year, 10 months ago

D is the answer

upvoted 2 times

ceejaybee 2 years, 2 months ago

In exam, Jun-22

upvoted 1 times

midriano 3 years, 7 months ago

Can somebody point me to where in the scheduling board settings you can select this option?

upvoted 1 times

Nvmzax 3 years, 2 months ago

If you are talking about answer C, this is a setting on Bookable Resource level. Not the scheduling board.

upvoted 1 times

fhqfhqh 3 years, 4 months ago

I couldn't find settings nor documents for this either.

upvoted 1 times

smar 4 years, 3 months ago

C is the correct answer

upvoted 1 times

Actual exam question from Microsoft's MB-240

Question #: 27

Topic #: 1

[\[All MB-240 Questions\]](#)

DRAG DROP -

You are a Dynamics 365 for Field Service Administrator. You are working with your company's scheduling team on requirements for a new schedule board view. The team needs a schedule board view where they only see work orders with a priority of Critical.

Which three steps should you perform, in sequence, to meet their need? 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:

Steps

Order

Filters the schedule board requirements panel to only show critical work orders.

Create a Resource Requirements View.

Filter view where Work Order Priority equals Critical.

Create a Bookable Resource Booking View.

Add view to Schedule Board.

Create a Work Order View.

>

<

&u2191

⇊

Hide Answer

Suggested Answer:

Steps

Order

Filters the schedule board requirements panel to only show critical work orders.

Create a Resource Requirements View.

Filter view where Work Order Priority equals Critical.

Create a Bookable Resource Booking View.

Add view to Schedule Board.

Create a Work Order View.

>

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&u2191

⇊

by Menik at Oct. 1, 2019, 11:41 a.m.

Comments

Type your comment...

Submit

- Menik

Highly Voted

4 years, 11 months ago

'Create Work Order View' should be substituted for 'Create Resource Requirement View'

👍

🔄

🚩

upvoted 19 times
- smar

Highly Voted

4 years, 3 months ago

I don't agree, since the standard provided views (can be found under Schedule Board settings) are all related to Resource Requirements. Technically, we are scheduling Resource Requirements (that are generated after an WO has been generated). Resource Requirements have priorities as well. I think, that Resource Requirements view needs to be created, and filter added = WO priority = "Critical"

👍

🔄

🚩

upvoted 6 times
- SuchiS

Most Recent

3 weeks, 6 days ago

1. Create Resource Requirement View 2. Filter View for Critical WO 3. Add view to Schedule Board. This is because on the Schedule Board Setting under requirement panel, user could select only resource Requirement Views.

👍

🔄

🚩

upvoted 1 times
- Adam_Stedry

1 year ago

In exam 08/23 - similar

👍

🔄

🚩

upvoted 1 times
- Candy2002

1 year, 9 months ago

Should be Create Resource Requirement View.
1. Create Resource Requirement View
2. Filter the WO with Critical
3. Save the View
4. Drag the View the Schedule Board Panel

👍

🔄

🚩

upvoted 1 times
- ceejaybee

2 years, 2 months ago

In exam, Jun-22

👍

🔄

🚩

upvoted 3 times
- Gkane

3 years, 10 months ago

You can't add entity views other than requirement views to the schedule board. Requirements are the link to any entity that is able to be scheduled

👍

🔄

🚩

upvoted 2 times
- Nandha

4 years, 1 month ago

The only view that can be made available for scheduling within schedule board is "Resource Requirement" view. So replace the suggested answer for "Create a Work Order View" with "Create a Resource Requirement view". Other two are correct.

👍

🔄

🚩

upvoted 3 times
- shrutzin

4 years, 1 month ago

1. Create Resource requirement view
2. filter view where work order priority = critical
3. Add view to schedule board

👍

🔄

🚩

upvoted 4 times
- BPD

4 years, 2 months ago

If Create Work Order View' should be substituted for 'Create Resource Requirement View then what will be the remaining two options?

👍

🔄

🚩

upvoted 1 times
- TonyRome

4 years, 3 months ago

in the panels section of the schedule board you CAN NOT add a Work Order view, only requirements views or requirement group views, therefore IMO it can't be Work Order View

👍

🔄

🚩

upvoted 2 times
- Suchi

4 years, 10 months ago

The provided answer sequence is correct. Since we need to pull up results where Work Order status = critical, the view has to be created for work order. The requirement panel will have a tab Critical WO or something like that.

👍

🔄

🚩

upvoted 2 times
- marimar

4 years, 9 months ago

@Menik is right, you need first to create a Resource Requirement View

👍

🔄

🚩

upvoted 8 times
- BeastyBee

4 years, 7 months ago

Indeed, and since the resource requirement inherits the priority from the work order, you can easily filter this view on the priority.

👍

🔄

🚩

upvoted 1 times



Actual exam question from Microsoft's MB-240

Question #: 28

Topic #: 1

[\[All MB-240 Questions\]](#)

You are a Dynamics 365 for Field Service scheduler using the Schedule Assistant.
You notice the Schedule Assistant always sets the Default Radius to 25 KM.
You need to have the schedule assistant Default Radius set to 50 Miles.
Which two options should you choose? Each correct answer presents a complete solution.

A. Set the Default Radius Unit to Miles under Field Service Settings, Work Order/Booking section.

B. Set the Default Radius Value to 50 under Scheduling Parameters. **Most Voted**

C. Set the Default Radius Value to 50 under Field Service Settings, Work Order/ Booking section.

D. Set the Default Radius Unit to Miles under Scheduling Parameters. **Most Voted**

Hide Answer

Suggested Answer: *BD*

Community vote distribution

BD (100%)

by [tinatreides](#) at *Feb. 8, 2020, 9:12 a.m.*

Comments

Switch to a [voting comment](#) **New**

Type your comment...

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- Lexus1984** 3 months, 2 weeks ago
<https://learn.microsoft.com/en-us/dynamics365/field-service/scheduling-parameters-settings>
 upvoted 1 times
- Adam_Stedry** 1 year ago
In exam 08/23.
 upvoted 1 times
- jakub_kangur** 1 year, 8 months ago
Selected Answer: BD
This is right!
 upvoted 1 times
- Candy2002** 1 year, 9 months ago
Selected Answer: BD
Correct. Must be BD.
 upvoted 2 times
- ceejaybee** 2 years, 2 months ago
Selected Answer: BD
B&D based on references given
 upvoted 3 times
- DaneP** 4 years, 1 month ago
https://community.dynamics.com/cfs-file/___key/communityserver-discussions-components-files/764/0728.Capture.PNG

answer B&D
 upvoted 2 times
- shine** 4 years, 1 month ago
I also checked it myself and came to the same result as TonyRome
 upvoted 2 times
- TonyRome** 4 years, 3 months ago
I went in to Field Service Settings and did not see either of those fields. I then went into the configuration for the "Field Service Setting" entity and saw that both the "Default Radius Unit" and "Default Radius Value" have been deprecated, which only leaves BD as the correct answers.
 upvoted 2 times
- Qr4nk** 4 years, 4 months ago
B & D are correct. Both can be set in the Scheduling Parameters section.
 upvoted 2 times
- GaneshCRM** 4 years, 6 months ago
As per this source <https://docs.microsoft.com/en-us/dynamics365/field-service/configure-default-settings> and since the value is 25 KMS. . Under work oder and booking settings >> Schedule Assistant,
1. Set the default radius value to 50
2. Set the default radius unit to miles
 upvoted 1 times
- tinatreides** 4 years, 6 months ago
The first correct option may be A not B because you can configure Default Radius Value in Work Orders and Bookings settings: <https://docs.microsoft.com/en-us/dynamics365/field-service/configure-default-settings>
 upvoted 1 times

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Actual exam question from Microsoft's MB-240

Question #: 29

Topic #: 1

[All MB-240 Questions]

You are a Dynamics 365 for Field Service Administrator. You configure Route Scheduling Optimization (RSO) and publish the schedule. One of your schedulers indicates two of their resources are not getting work orders assigned. You need to determine reasons why the two resources are not assigned work orders through RSO. Which three options should you choose? Each correct answer presents a complete solution.

A. Work Hours is not properly configured for days being optimized.

B. Optimize Schedule field is not set to Yes.

C. The Work Location field is not set to Onsite.

D. Scheduling Method is not set to Optimize.

E. Start Location and End Location fields are not the same.

Hide Answer

Suggested Answer: BDE

References:

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

Community vote distribution

ABD (100%)

by JesseB at Nov. 13, 2019, 8:32 p.m.

Comments

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- JesseB Highly Voted 4 years, 9 months ago

The correct answer here should be A, B, E
https://docs.microsoft.com/en-us/dynamics365/field-service/rso-faq

upvoted 15 times
- xkqn2c 2 years, 6 months ago

E is not correct.

"Can I have my resources start and end their day at different locations? Yes, you can, as long as neither locations are location agnostic."

https://docs.microsoft.com/en-us/dynamics365/field-service/rso-faq

upvoted 1 times
- TonyRome Highly Voted 4 years, 3 months ago

I think it's ABD. E states that start and end location have to be the same, but they don't have to be the same for RSO. If the scheduling method is not set to optimize, then the the resource requirement won't be included in optimization right? So i think it's ABD.

upvoted 9 times
- harry11 4 years, 3 months ago

D is a generic setting, meaning nobody would get a booking. So ABE is correct, also because quote: "Start location and end location must have the same setting"
https://docs.microsoft.com/en-us/dynamics365/field-service/rso-configuration#settings-to-prepare-data-for-optimization

upvoted 7 times
- HassanSarhan 2 years, 8 months ago

Good explanation thanks!

upvoted 1 times
- xkqn2c 2 years, 6 months ago

You didn't include the rest of the quote! "Start location and end location must have the same setting. For example, you cannot have the start location be a personal address and the end location be location agnostic."

They don't need to be the same address. They just need to have the same setting. So E is false.

upvoted 2 times
- bilal69 Most Recent 1 year, 3 months ago

Should be ABC as onsite is important for RSO

upvoted 2 times
- ceejaybee 2 years, 2 months ago

Selected Answer: ABD

ABD based on references given

upvoted 1 times
- xkqn2c 2 years, 6 months ago

I don't see how A is true: "Work hours:
Are work hours configured and available during the optimization range?
If they are unconfigured, they could still be scheduled.
They might be set to not work on the days being optimized per the Resource Scheduling Optimization run scope."

https://docs.microsoft.com/en-us/dynamics365/field-service/rso-faq

upvoted 2 times
- bananawu 3 years, 4 months ago

Should be A,B,D ~ D - in both metadata and booking requirement so if it is not OPTIMIZE in some requirements then only those records will fail, E - start and end location only need to be set no place documented they have to be the same

upvoted 3 times
- shrutzin 4 years, 1 month ago

Cant be D as that pertains to the requirement whereas question states only 2 resources are not getting scheduled.

upvoted 2 times
- N8n0z 4 years, 6 months ago

B,D,E. "A" would make sense, but even if not configured, scheduling may still work. B,D,E will definitely break it

upvoted 3 times
- N8n0z 4 years, 6 months ago

Or maybe because it's just for two of the resources, it has to be A instead of D?

upvoted 1 times
- mfarazmahmood 4 years, 7 months ago

Seems Like ABE are correct.

upvoted 2 times
- hstig 4 years, 7 months ago

What do you mean by "questions fall"??

upvoted 1 times
- Rachha 4 years, 7 months ago

abe correct ans

upvoted 1 times



Actual exam question from Microsoft's MB-240

Question #: 30

Topic #: 1

[\[All MB-240 Questions\]](#)

DRAG DROP -

You have the Universal Resource Scheduling (URS) security role.

Your organization creates a custom entity. The records for the entity need to be scheduled to resources.

You need to enable the new entity to be scheduled. You select the entity that needs to be enabled and need to continue the set up process.

Which four actions should you perform next, 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

Enable GeoCode for custom entity.

Publish Customization.

Create new Booking Relationship.

Update the Booking Setup Metadata information.

Create a new Requirement Relationship.

Update Schedule Board settings for new entity.

Create new Resource Requirement Relationship.

Hide Answer

Suggested Answer:

Actions

Order

Enable GeoCode for custom entity.

Publish Customization.

Create new Booking Relationship.

Update the Booking Setup Metadata information.

Create a new Requirement Relationship.

Update Schedule Board settings for new entity.

Create new Resource Requirement Relationship.

References:

https://docs.microsoft.com/en-us/dynamics365/customer-engagement/common-scheduler/schedule-anything-with-universal-resource-scheduling

by [Dude](#) at April 3, 2020, 12:50 p.m.

Comments

Type your comment...

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- ceejaybee

2 years, 2 months ago

In exam, Jun-22

upvoted 2 times
- ekmode

2 years, 11 months ago

Given Answer is correct

Ref Link - https://docs.microsoft.com/en-us/dynamics365/common-scheduler/schedule-anything-with-universal-resource-scheduling

Check -Enable scheduling for an entity

upvoted 2 times
- fhqfhqh

3 years, 3 months ago

This question was in the exam.

upvoted 3 times
- Hurst

3 years, 10 months ago

https://docs.microsoft.com/en-us/dynamics365/field-service/schedule-new-entity

upvoted 3 times
- Dude

4 years, 5 months ago

This answer is correct, the settings are found as follows: Dynamics 365 > Resource Scheduling(App) > Settings > Administration > Enable resource scheduling for entities

upvoted 1 times



Actual exam question from Microsoft's MB-240

Question #: 31

Topic #: 1

[\[All MB-240 Questions\]](#)

DRAG DROP -

You are a new Dynamics 365 for Field Service Administrator for a manufacturing firm.

Your manager has asked you to configure the system to enable scheduling for maintenance of equipment at customer sites. It is against company policy to dispatch resources to sites with known issues such as credit or safety holds. Many site visits may require more than one technician to be sent for the repair.

Which resource scheduling component should be used for each task? To answer, drag the appropriate resource scheduling component to the appropriate task.

Each resource scheduling component 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

Resource Crew

Requirement Group

Schedule Board

Booking Rule

Incident type

Booking Resource Booking

Heavy machinery repair requires three technicians as well as a safety inspector to be sent to the site. Additionally, power testing equipment must be sent to complete the inspection.

Dispatchers must be able to locate the resources needed for the heavy machinery repair within a single search to allow for efficient scheduling.

Dispatchers and scheduling administrators must have a way to easily review all resource availability and be able to schedule the work order.

When customers on credit hold request service, no technician can be sent and dispatchers must be alerted of the credit hold status.

Hide Answer

Suggested Answer:

Answer Area

Resource Crew

Requirement Group

Schedule Board

Booking Rule

Incident type

Booking Resource Booking

Heavy machinery repair requires three technicians as well as a safety inspector to be sent to the site. Additionally, power testing equipment must be sent to complete the inspection.

Dispatchers must be able to locate the resources needed for the heavy machinery repair within a single search to allow for efficient scheduling.

Dispatchers and scheduling administrators must have a way to easily review all resource availability and be able to schedule the work order.

When customers on credit hold request service, no technician can be sent and dispatchers must be alerted of the credit hold status.

Resource Crew

Schedule Board

Schedule Board

Booking Rule

by Suchi at Oct. 20, 2019, 12:31 p.m.

Comments

Type your comment...

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- [Removed]** Highly Voted 4 years, 7 months ago

2nd one should be Requirement Group.

upvoted 11 times
- siraj** 2 years, 4 months ago

Yes correct.

"Requirement groups allow you to define groups of resources that would be appropriate for a job and to then schedule all those resources with a single search"

upvoted 2 times
- Suchi** Highly Voted 4 years, 10 months ago

1st one should be Requirement Group, not Resource crew. In a Resource crew, everyone has the same skills. 3 technicians and one inspector and also an equipment is facilitated by Requirement group. Open edX has a practice example that includes consultation rooms, doctors, practitioner etc.

upvoted 9 times
- glaser_Wipfli** 4 years, 6 months ago

esource crews allow dispatchers to search and schedule multiple resources at once. This can include a group of employees, subcontractors, equipment, facilities, or any combination thereof who will perform the same work during a period of time.

<https://docs.microsoft.com/en-us/dynamics365/field-service/resource-crews>

upvoted 6 times

Gkane 3 years, 10 months ago

So can requirement groups

upvoted 2 times

d365ppp 2 years, 2 months ago

No no. Crews just like a movie crew, you have a director, actor, actress, lights, etc. That is crew. Can be tech of various skills, inspector, machines etc. Under Req Group , you can include crews , machines, faci, etc.

upvoted 1 times

UrvinL Most Recent 1 year, 2 months ago

Correct answer is
Resource group
Resource crew
Schedule board
Booking rule

upvoted 1 times

Candy2002 1 year, 9 months ago

I think
1. Resource Crew
2. Requirement Group
3. Schedule Board
4. Booking Rule
Because the one booked in schedule book will be in requirement group even it is defined as Resource Crew.
"When a single requirement is booked to a crew, manually or with the schedule assistant, a requirement group is automatically created and all bookings are related to the requirement group. It ensures that crew bookings are in sync if you change them. The Auto Group Type of the requirement group is set to Crew."

upvoted 1 times

BronsPylades 2 years, 8 months ago

What's the correct answer?

Requirement Group
Requirement Group
Schedule Board
Booking Rule

or

Resource Crew
Requirement Group
Schedule Board
Booking Rule

Still not sure.

upvoted 1 times

Swams 2 years, 8 months ago

1 - Resource crew - Resource can be technicians with different skill or equipment
2 - Requirement Group.
3 - Schedule Board
4 - Booking Rule

upvoted 3 times

Power_Ninja 3 years, 6 months ago

Resource Group (agree with Suchi, you can't configure a Crew based on the requirement), Resource Crew (I could be wrong but thinking "Heavy machinery Crew?" ,
Schedule Board,
Booking Rule

upvoted 1 times

xkqn2c 2 years, 6 months ago

I agree #2 should be Resource Crew: "Resource crews allow dispatchers to SEARCH and schedule multiple resources at once."

upvoted 1 times

Qr4nk 4 years, 4 months ago

I think that all answers are just fine. They seem to be not 100% clear but correct.

upvoted 1 times

arow 4 years, 4 months ago

I think that first should be Incident type and second Requirement Group. <https://docs.microsoft.com/en-us/dynamics365/field-service/configure-incident-types> . Crews should be used for multiple resources that are working together for period of time.

upvoted 3 times
-

Actual exam question from Microsoft's MB-240

Question #: 32

Topic #: 1

[\[All MB-240 Questions\]](#)

You are a Dynamics 365 Field Service dispatcher using the Scheduling Assistant function.

One of your customers, Adventure Works, does not want one of your resources to be scheduled to work orders going forward. The resource must be able to be scheduled for other accounts.

How can you achieve this goal?

- A. Create a Requirement Resource Preference record for the resource. Set the Preference Type to Restricted and Cascade to No.
- B. Create a Requirement Resource Preference record for the resource. Set the Preference Type to Restricted and Account to Adventure Works.
- C. Select Load the Default Filters on the Schedule Board.
- D. Create a Requirement Resource Preference record for the resource.

Hide Answer

Suggested Answer: B

Community vote distribution

B (100%)

by [marimar](#) at Nov. 15, 2019, 12:40 p.m.

Comments

Switch to a [voting comment](#) **New**

Type your comment...

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  **jakub_kangur** 1 year, 8 months ago

Selected Answer: B

Last time when I've checked B was the only correct answer

   upvoted 1 times

  **ceejaybee** 2 years, 2 months ago

In exam, Jun-22

   upvoted 2 times

 fhqfhqh 3 years, 3 months ago

This question was in the exam.

 upvoted 2 times

  **Sujanian13** 3 years, 3 months ago

B is the correct answer.

 upvoted 2 times

  **Qr4nk** 4 years, 4 months ago

B is the correct answer.

   upvoted 2 times

  **JesseB** 4 years, 9 months ago

Yeah I had this question and it was the 'series' type of question where they ask it 3 times in a row and ask if each potential answer is the right solution. You can't go back to change your answer on these types of questions.

   upvoted 3 times



Actual exam question from Microsoft's MB-240

Question #: 33

Topic #: 1

[\[All MB-240 Questions\]](#)

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
- Schedule Assistant
- Booking Rules
- Resource Scheduling Optimization
- Facility Scheduling

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

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

Filter resources based on requirements of the work order.

Schedule requirements that are part of a group.

Hide Answer

Answer Area

Suggested Answer:

- Schedule Board
- Schedule Assistant
- Booking Rules
- Resource Scheduling Optimization
- Facility Scheduling

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

Schedule Board

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

Schedule Board

Filter resources based on requirements of the work order.

Schedule Assistant

Schedule requirements that are part of a group.

Schedule Assistant

by [shine](#) at July 14, 2020, 8:24 p.m.

Comments

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- Adam_Stedry

1 year ago

In exam 08/23 - similar

👍

↩

🚩

upvoted 1 times
- DaneP

4 years, 1 month ago

Answers are correct though

<https://docs.microsoft.com/en-us/dynamics365/field-service/schedule-assistant>

<https://docs.microsoft.com/en-us/dynamics365/field-service/configure-schedule-board>

👍

↩

🚩

upvoted 4 times
- shine

4 years, 1 month ago

This question is just weird.

👍

↩

🚩

upvoted 4 times

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Actual exam question from Microsoft's MB-240

Question #: 34

Topic #: 1

[All MB-240 Questions]

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.

Hide Answer

Suggested Answer: AC

Community vote distribution

AD (100%)

by JesseB at Nov. 10, 2019, 5 p.m.

Comments

Switch to a voting comment New

Type your comment...

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- JesseB

Highly Voted

4 years, 9 months ago

The correct answer is A,D
Auto Geo Code Addresses to Yes is available in Field Service Settings under the Other tab

upvoted 24 times
- smar

4 years, 3 months ago

Agree, just double checked: Auto Geo Code Addresses is in Field Service Settings

upvoted 4 times
- fgrosso

Highly Voted

4 years, 4 months ago

A, and D are Correct. Option C would be correct if we were talking about a Custom Entity (the Geo Code option in Resource Settings is for Custom entities), which is not the case as we are talking about work orders.

upvoted 6 times
- R1uK

Most Recent

1 year, 5 months ago

A, D
https://learn.microsoft.com/en-us/dynamics365/field-service/field-service-maps-address-locations#connect-to-maps
https://learn.microsoft.com/en-us/dynamics365/field-service/turn-on-auto-geocoding

upvoted 1 times
- rodmarialvas

1 year, 10 months ago

Selected Answer: AD
AD, Resources>Scheduling Parameters>Connect to Maps / Settings >Field Service Settings>OTHER tab-Auto Geo Code Addresses

upvoted 1 times
- ceejaybee

2 years, 2 months ago

Selected Answer: AD
A&D based on references given

upvoted 1 times
- xkqn2c

2 years, 6 months ago

A is correct:

"To use the schedule board booking functionality, geocoding, and location services, you need to turn on maps.

From the main menu, go to Resource Scheduling > Administration.
Select Scheduling parameters.
Open record and scroll down to the Resource Scheduling Optimization section.
On the Connect to Maps field, choose Yes.
Accept terms and save the record."

upvoted 1 times
- RaquelGarciah

4 years, 2 months ago

please? Correct is A and D or A and C? i have exam on friday..

thanks

upvoted 1 times
- JS01

4 years, 2 months ago

Me as well, i am going with A and D, i agree with fgrosso

upvoted 2 times
- harry11

4 years, 3 months ago

AD https://docs.microsoft.com/en-us/dynamics365/field-service/turn-on-auto-geocoding

upvoted 3 times
- TusharYewa

4 years, 3 months ago

AD is correct answer Auto Geo Code Addresses to Yes is available in Field Service Settings

upvoted 2 times
- Dude

4 years, 5 months ago

A & C are correct, on your navigation, switch to resources, scroll to the bottom and select Scheduling Parameters, then click on the Resource Scheduling record to open it. On the General TAB you can enable to Bing Maps and Enter you Bing API key and then on the Geo Data TAB you will be able to enable Geo Location

upvoted 1 times
- Rachha

4 years, 7 months ago

ad correct ans

upvoted 2 times



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Q

Actual exam question from Microsoft's MB-240

Question #: 35

Topic #: 1

[\[All MB-240 Questions\]](#)

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

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 uncheduled work order requirement record.

Order

Hide Answer

Actions

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 uncheduled work order requirement record.

Order

Set Optimize Schedule field to Yes for all Unscheduled Work Order Requirement records.

Update From Data and To Date for all uncheduled work order requirement record.

Configure Scheduling Method for booking statuses.

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

by **marimar** at Nov. 12, 2019, 3:03 p.m.

Comments

Type your comment...

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marimar

Highly Voted

 4 years, 9 months ago

Seeing the solution link, the section Settings to prepare data for optimization:
<https://docs.microsoft.com/en-us/dynamics365/field-service/rso-configuration#settings-to-prepare-data-for-optimization>

according to the statement of the question, step 1 is already done in all Bookable Resources, so the correct order would be:

1.- Set default scheduling method to optimize for work order booking setup metadata

2.- Set optimize schedule field to yes for all uncheduled work order requirement records

3.- Configure scheduling method for booking statuses

In the third answer I have hesitated with "Update from data and to date for all uncheduled work order requirement record", but in the solution link, it says nothing about updating the uncheduled work orders

upvoted 16 times

hodori 4 years, 7 months ago

Totally agree with Marimar. In the document that he linked to, step 4 would be something similar to one of the answer options, however, a 'work order requirement record' is not, as far as I know, a real thing.

upvoted 2 times

d365ppp

Most Recent

 2 years, 2 months ago

The answer is correct: <https://docs.microsoft.com/en-us/dynamics365/field-service/rso-configuration>

upvoted 1 times

fhqfhqh 3 years, 3 months ago

This question was in the exam.

upvoted 2 times

Power_Ninja 3 years, 6 months ago

Although the question asks for 3 actions I think it's either a poor choice of words or typical "Microsoft" trick question. Reading the article below I deduced the following sequence:

1) Set Default Scheduling Method to Optimize for Work Order booking setup metadata

2) Set Optimise Schedule field to Yes for uncheduled Work Order Requirement records

3) Update "From Date" and "To Date" for all (unscheduled work order) resource requirements

4) Configure Scheduling Method for booking status

Link: <https://docs.microsoft.com/en-us/dynamics365/field-service/rso-configuration#make-data-changes-to-prepare-for-optimizations>

upvoted 2 times

BeachVball 3 years, 7 months ago

<https://docs.microsoft.com/en-us/dynamics365/field-service/rso-configuration#settings-to-prepare-data-for-optimization>

1. Set Default Scheduling Method to Optimize for work order booking setup metadata >> only 3 steps are remaining based on the question, then this is not part of the answer

2. Set Optimize Schedule field to Yes for all Uncheduled Work Order Requirement records

3. Update From Date and To Date for all uncheduled work order requirement record

4. Configure Scheduling Method for booking statuses

Then the proposed answer is correct

upvoted 2 times

Phums 3 years, 7 months ago

I think the answers are as follow:

1. Set default scheduling method to optimize for work order booking setup metadata

2. From Date and To Date for resource requirements

3. Configure scheduling method for booking statuses

Work Order Requirement Records does not have an option to set Optimize Schedule field to YES instead it is OPTIMIZE

upvoted 2 times

zoom_83 3 years, 8 months ago

I think it should be as follows:

1. Set Optimize Schedule field to Yes for all work order Requirment records

2. Set Default Scheduling Method to optimize work order booking setup metadata

3. Set Optimize schedule field to Yes for all uncheduled work order requirement records

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

upvoted 1 times

Saketk 4 years, 4 months ago

this is an existing resource - see the comment in the question that step 1 is already configured.

As per the link shared by marimar

1. existing resource requirement records >Resource Scheduling Optimization > Resource Requirements, Uncheduled Work Order Requirements view,set Optimize Schedule field to Yes.

2.From Date and To Date for resource requirements to make sure the dates fall into the window you would like to schedule

3.Resource Scheduling Optimization > Settings > Booking Statuses and configure Scheduling Method

Which is the provided response

upvoted 1 times

harry11 4 years, 3 months ago

2. From date... is wrong because the option offerd says "update all" which is not the case. You should only check and update those records outside a time window, not simply all. Marimar is right.

upvoted 2 times

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Q

Actual exam question from Microsoft's MB-240

Question #: 36

Topic #: 1

[\[All MB-240 Questions\]](#)

DRAG DROP -

You are a dispatcher for a cable installation company that provides installation services in multiple territories. The company is using Dynamics 365 for Field Service to manage their work orders. Every time a work order is created, the dispatch team is manually assigning the work order to a territory in order to book the correct resources.

You are tasked with ensuring that Dynamics 365 will automatically assign work orders to territories so that the dispatcher can search for the correct resources.

Which four steps, in sequence, must be configured to ensure that when work orders are created they will automatically be mapped to the correct territory? 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:

Steps

Add new resource territories.

Add new service territories.

Assign members to territories.

Map postal codes to service territories.

From the view of Active Resources, click the assign territories button in the menu ribbon.

Use the territory lookup on each user record to assign territory.

Order

Hide Answer

Suggested Answer:

Steps

Add new resource territories.

Add new service territories.

Assign members to territories.

Map postal codes to service territories.

From the view of Active Resources, click the assign territories button in the menu ribbon.

Use the territory lookup on each user record to assign territory.

Order

Add new service territories.

Add new resource territories.

Map postal codes to service territories.

Assign members to territories.

by marimar at Nov. 15, 2019, 12:43 p.m.

Comments

Type your comment...

Submit

Adam_Stedry

1 year ago

In exam 08/23 - similar

upvoted 2 times

Candy2002

1 year, 8 months ago

Supplement on previous comment, I found another way which is similar to the answer

1. Create a new territory

2. Create a service territory (from related tab in Territory)

3. Map Postal Code

4. Click to specific resource

5. Create a relationship between the Resource & the Service Territory

6. Assign Account (Customer Account) to specific Territory

upvoted 2 times

enriquegmanzano

10 months ago

4 steps! not six!

upvoted 1 times

Candy2002

1 year, 8 months ago

I think the answer is not valid. The steps for now should be something like this.

1. Create a new territory

2. Map Postal Code (It is under territory, not under service territory, so it is better to put it here, though it is optional to map postal code)

3. Click on specific Resource record > Create Service Territory

4. Create a relationship between the Resource & the Service Territory

5. Assign Account (Customer Account) to specific Territory

upvoted 1 times

ceejaybee

2 years, 2 months ago

In exam, Jun-22 (similar question, not exactly the same)

upvoted 1 times

Power_Ninja

3 years, 6 months ago

Sequence for the first 3 is correct however the 4th is just weird i.e. "Assign members to territories" I'm interpreting as Field Service -> Settings -> Territories -> Members (Related entity) which adds no value to scheduling. It must be valid though as the remaining are not.

upvoted 3 times

BeachVball

3 years, 7 months ago

The proposed answer is correct.

Assign members to territories>>here members means both Resources and Accounts to be added to territories - One Resource can be linked to multiple territories, Account only belongs to one territory (Service Territory lookup)

Postacel codes can be also mapped at the end

upvoted 2 times

Nandha

4 years, 1 month ago

Suggested Answer is Correct.

upvoted 1 times

smar

4 years, 3 months ago

Does anyone know (couldn't find the answer), what is the difference between Resource Territories and Members? I know that a resource can be related to one or more territories, but Members..Anyone?

upvoted 1 times

Qr4nk

4 years, 4 months ago

The given answers are all correct!

upvoted 3 times

RitsR

4 years, 4 months ago

Why don't we have the right answers selected to avoid confusion?

upvoted 2 times

radek333

4 years, 5 months ago

Last step is incorrect. Last one should be "use the territory lookup on each user record to assign territory" instead of "Assign members to territories"

<https://docs.microsoft.com/en-us/dynamics365/field-service/set-up-territories>

upvoted 1 times

Gitaras

4 years, 5 months ago

I would disagree, other types of resources can belong to a territory as well such as equipment and facilities. Therefore Assign members to territories is correct in my opinion.

upvoted 3 times

harry11

4 years, 3 months ago

Agree, but using members ("add member") only allows user to be added.. To add an equipment/facility you have to go to resource - resource territory - new resource territory which is not provided as option.

upvoted 1 times

Actual exam question from Microsoft's MB-240

Question #: 37

Topic #: 1

[\[All MB-240 Questions\]](#)

DRAG DROP -

Your company is preparing to deploy the Dynamics Field Service with Mobile Application.

Your manager asks you to ensure that the Booking Statuses will match with the current business process the field technicians are following.

As the Field Service Administrator, you review the documentation and discover that the out-of-the-box Booking Statuses will meet your company's needs.

What is the order of the Booking Statuses for the five out-of-the box booking status fields? To answer, move the five out-of-the-box booking status fields to the answer area and arrange them in the correct order.

Select and Place:

Statuses

- Scheduled - A work order has been assigned to a resource.
- Traveling - The resource is traveling to the service location.
- In Progress - The work order is in progress.
- On Break - The resource is on a break.
- Complete - The work order is complete.
- Arrived - The resource has arrived on location.

Order



Hide Answer

Suggested Answer:

Statuses

Scheduled - A work order has been assigned to a resource.

Traveling - The resource is traveling to the service location.

In Progress - The work order is in progress.

On Break - The resource is on a break.

Complete - The work order is complete.

Arrived - The resource has arrived on location.

Order

Scheduled - A work order has been assigned to a resource.

Traveling - The resource is traveling to the service location.

In Progress - The work order is in progress.

On Break - The resource is on a break.

Complete - The work order is complete.

by [GaneshCRM](#) at Feb. 26, 2020, noon

Comments

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- GaneshCRM

Highly Voted

4 years, 6 months ago

Correct and as per the below link as well.
<https://docs.microsoft.com/en-us/dynamics365/field-service/work-order-status-booking-status>
 upvoted 7 times
- Adam_Stedry

Most Recent

1 year ago

In exam 08/23.
 upvoted 1 times

Actual exam question from Microsoft's MB-240

Question #: 38

Topic #: 1

[\[All MB-240 Questions\]](#)

Your company processes a large number of work orders each day. The company wants to ensure the high priority work orders are dealt with immediately. You need to configure the schedule board so that bookings are easily visible to the dispatchers. How can you configure Dynamics Field Services to increase booking visibility?

- A. Configure a work order type for high priority issues, to help categorize high priority work order records.

B. Configure an Incident type for high priority incidents on work order records.

C. Configure the status color for a booking status record, to identify high priority work order records.

D. Configure a priority record to allow you to identify high priority work order records.

Hide Answer

Suggested Answer: C

Community vote distribution

D (75%)

C (25%)

by Suchi at Oct. 20, 2019, 1:06 p.m.

Comments

Switch to a [voting comment](#) New

Type your comment...

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- Suchi Highly Voted 4 years, 10 months ago

Correct answer is D. You can create priority records in Dynamics 365 for Field service app and assign color along with level of importance.

<https://docs.microsoft.com/en-us/dynamics365/field-service/set-priorities>

upvoted 12 times
- Suchi 4 years, 10 months ago

C is correct. C and D option are close but when I read the question statement, C is more appropriate.

upvoted 13 times
- hodori 4 years, 7 months ago

I concur with Suchi. "You need to configure the schedule board so that bookings are easily VISIBLE to the dispatchers".

upvoted 4 times
- Kaylan13 4 years, 1 month ago

D would be the correct answer. When creating a Priority record you can set a color. Once a Priority has been set on a Work Order and it has been scheduled the associated Booking(s) will show a tab with that color when on the schedule board. Booking status would not make sense because it changes.

upvoted 4 times
- MaxCS Most Recent 1 year, 2 months ago

Selected Answer: D

D is correct - <https://learn.microsoft.com/en-us/dynamics365/field-service/set-priorities>

upvoted 1 times
- bilal69 1 year, 3 months ago

Selected Answer: C

C is correct

upvoted 1 times
- jakub_kangur 1 year, 8 months ago

Selected Answer: D

Only D is right

upvoted 1 times
- ceejaybee 2 years, 2 months ago

Selected Answer: D

D, you can set colour on Priority record

upvoted 1 times
- Phums 3 years, 7 months ago

Correct Answer is D, only in Priority record you can set color identification for work order with high priority
This link explains it with one statement
<https://docs.microsoft.com/en-us/dynamics365/field-service/set-priorities>

upvoted 4 times
- vm7891 3 years, 11 months ago

C
<https://docs.microsoft.com/en-us/dynamics365/field-service/set-priorities>

upvoted 1 times
- Sathesh85 4 years ago

Which is the correct answer, C or D?

upvoted 1 times
- TonyRome 4 years, 3 months ago

I'm sorry but I think it should be B. The team "schedule board" refers to the entirety of that screen, not just the actual visual bookings. If you add let's say a new status called "Priority" just to get a color on the board, then it will only show when it is say "scheduled", but disappear when the status changes to say "In Progress" right? So it really does you no good after the status has been changed. If you want schedulers to see priority resource requirements, you create a new view for them to use and then they can quickly schedule all that urgent work. Just my thoughts.

upvoted 1 times
- TonyRome 4 years, 3 months ago

Never mind about my thoughts above, I was thinking of the Resource Requirement VIEW, but that answer isn't for the view so never mind.

upvoted 1 times



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Q

Actual exam question from Microsoft's MB-240

Question #: 39

Topic #: 1

[All MB-240 Questions]

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.

Hide Answer

Suggested Answer: CDE

References:

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

Community vote distribution

ACD (100%)

by marimar at Nov. 14, 2019, 11:31 a.m.

Comments

Switch to a voting comment New

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marimar

Highly Voted

4 years, 9 months ago

why correct answer is not four settings required? ACDE is correct

in the link provided:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/rso-configuration

step 2:
assign the Field Service - Administrator security role to the Resource Scheduling Optimization application user.

upvoted 6 times

evct

4 years, 7 months ago

I would say ACD which is the order in the link provided. I consider E also correct, but it comes later in the steps to follow.

upvoted 6 times

hodori

4 years, 7 months ago

I would go for ACE. Answer D, about the Maps, is not required as can be seen in the screenshot of the link that @marimar provided. However, I am not sure whether RSO will function (automatically) without Maps.

upvoted 4 times

TonyRome

4 years, 3 months ago

The documentation states that RSO requires maps to be enabled.

upvoted 3 times

BeachVball

Highly Voted

3 years, 7 months ago

• A. Assign the Field Service-Administrator security role to the RSO user >> Correct

• B. Add the RSO dispatcher role to a dispatcher. >> Incorrect: the question says "to automatically schedule work orders to the most appropriate resource scheduling". This manager is not a dispatcher, he does not need to interact with RSO

• C. Enable Resource Scheduling Optimization. >> Correct

• D. Set Connect to Maps as Yes. >> Incorrect: The connect to maps feature allows this organization to interact with the Bing Maps service that the schedule board uses. The manager just needs to set up and configure RSO

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

upvoted 5 times

HassanSarhan

2 years, 8 months ago

good explanation Answer:A,C,E

upvoted 1 times

R1uK

1 year, 5 months ago

Thanks for the explanation

upvoted 1 times

Kratinhos

Most Recent

3 months, 1 week ago

Selected Answer: ACD

ACD

A is stated in https://learn.microsoft.com/en-us/training/modules/deploy-resource-scheduling-optimization/3-configuration

upvoted 1 times

UrvinL

1 year, 2 months ago

Correct answer should be ACD

upvoted 1 times

d365ppp

2 years, 2 months ago

Guys. You are simply confusing yourself. You have to remember onething. Microsoft continues to evolve and things move around. here is the link. The given answers are correct
https://docs.microsoft.com/en-us/dynamics365/field-service/rso-configuration

upvoted 2 times

d365ppp

2 years, 2 months ago

They hired a new manager to do the dispatcher so you add his profile to the RSO instead of the dispatcher. Otherwise, you add the dispatcher.

upvoted 1 times

BeachVball

3 years, 7 months ago

2. Go to Settings > Security > Users, navigate to the Application Users view, and assign the Field Service - Administrator security role to the Resource Scheduling Optimization application user.

3. Go to Settings > Security > Field Security Profiles, open Field Service – Administrator, and add Resource Scheduling Optimization to the field security profile.

Steps 2 and 3 help ensure that resource scheduling optimization is able to optimize work order-related requirements and bookings.
From <https://docs.microsoft.com/en-us/dynamics365/field-service/rso-configuration>

upvoted 1 times

Jorgie

3 years, 11 months ago

I think C is a trick answer b/c, the format of the answer does not match that of the Microsoft documentation...and the documentation specifically says "Set Enable Resource Scheduling Optimization to Yes". However, when you look at D, the format of the answer does match that of the documentation which is "Set Connect to Maps as Yes"...So I'd say ADE.

I'm not saying that C is incorrect in theory, but I am saying that the answer's format is incorrect. [So frustrating]

upvoted 1 times

Sathesh85

3 years, 11 months ago

ACE is Correct, D is for Map in Schedule Board

upvoted 1 times

vm7891

3 years, 11 months ago

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

upvoted 2 times

gfw777

4 years, 1 month ago

From related article: 'Go to Settings > Security > Field Security Profiles, open Field Service – Administrator, and add Resource Scheduling Optimization to the field security profile.'

This is answer E. CDE is correct IMO.

upvoted 1 times

Saketk

4 years, 4 months ago

ACD is correct answer

upvoted 1 times

Qr4nk

4 years, 4 months ago

ACD should be right, because E is not saying "add Resource Scheduling Optimization to the field security profile." It is only referring to a profile called RSO.

upvoted 3 times

Rachha

4 years, 7 months ago

acd correct ans

upvoted 2 times

Actual exam question from Microsoft's MB-240

Question #: 40

Topic #: 1


[\[All MB-240 Questions\]](#)

You are a Field Service resource manager for Contoso, Ltd. and are setting up characteristics for field technicians who are responsible for repairs on rental equipment. Work performed on certain types of backhones, trenchers, and excavating equipment requires different attributes to be identified for proper work order assignment and scheduling.

Which two characteristics are valid? Each correct answer presents a complete solution.

- A. Certification
- B. Approval Status
- C. Skill
- D. Rating Value

Hide Answer

Suggested Answer: AC 

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/set-up-bookable-resources#set-up-field-technician-resources>

Community vote distribution

AC (100%)


by  **AD68** at *April 10, 2020, 2:55 p.m.*


Comments

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- 

 **ceejaybee** 2 years, 2 months ago





Selected Answer: AC


A&C, based on reference given

   upvoted 1 times
- 





 **Jorgie** 3 years, 11 months ago


From the link provided "Characteristics represent a resource's skills and certifications. "

   upvoted 4 times
- 




 **AD68** 4 years, 4 months ago

Correct answer is Skill & Rating Value

   upvoted 2 times
- 

 **AD68** 4 years, 4 months ago

Correction: Certification and Skill are correct

   upvoted 8 times



Actual exam question from Microsoft's MB-240

Question #: 41

Topic #: 1

[\[All MB-240 Questions\]](#)

You are a Dynamics 365 for Field Service scheduling coordinator.

When you select the Book button on a work order, TechnicianA never shows up as available.

You need to update the system to see TechnicianA's availability.

What should you do?

A. Set Enable for Availability Search to Yes on the TechnicianA bookable resource record.

B. Set Ignore Proposed Bookings to Yes on the Schedule Assistant view.

C. Set Real Time Mode to Yes on the Schedule Assistant view.

D. Set Display on Schedule Board to Yes on the TechnicianA bookable resource record.

Hide Answer

Suggested Answer: A 

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/set-up-bookable-resources>

Community vote distribution

A (100%)

by  [marimar](#) at Nov. 15, 2019, 12:46 p.m.

Comments

Switch to a [voting comment](#) New

Type your comment...

[Submit](#)

  **jakub_kangur** 1 year, 8 months ago

Selected Answer: A

only A

   upvoted 1 times

  **ceejaybee** 2 years, 2 months ago

Selected Answer: A

A. Given answer correct

   upvoted 1 times

  **Qr4nk** 4 years, 4 months ago

A is correct

   upvoted 4 times

Actual exam question from Microsoft's MB-240

Question #: 42

Topic #: 1

[\[All MB-240 Questions\]](#)

DRAG DROP -

Your organization wants to use the Field Service Mobile App for technicians in the field.

You need to install the solution, so it can be configured for mobile technicians.

What are the four steps you need to perform, in sequence, to ensure the mobile solution is ready for configuration and deployment? 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:

Steps		Order
Select Publish to enable the derived template for mobile use.		
Install the Field Mobile Configuration Solution in Woodford.		
Open the parent mobile project template and select Publish All.	➔	⬆
Install the Field Service Mobile configuration tool in Dynamics 365.	⬅	⬇
Highlight the mobile project template and select Derive. Assign the security roles.		
Import the field service mobile project template. Publish the template.		

Hide Answer

Suggested Answer:

Steps	Order
Select Publish to enable the derived template for mobile use.	Install the Field Mobile Configuration Solution in Woodford.
Install the Field Mobile Configuration Solution in Woodford.	Import the field service mobile project template. Publish the template.
Open the parent mobile project template and select Publish All.	Highlight the mobile project template and select Derive. Assign the security roles.
Install the Field Service Mobile configuration tool in Dynamics 365.	Open the parent mobile project template and select Publish All.
Highlight the mobile project template and select Derive. Assign the security roles.	
Import the field service mobile project template. Publish the template.	

References:
<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/install-field-service#download-the-field-service-mobile-app-on-a-phone-or-tablet>

by [marimar](#) at Nov. 15, 2019, 12:46 p.m.

Comments

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- agmak

Highly Voted

4 years, 8 months ago

The first option should be in dynamics not woodford?

👍

↩

🚩

upvoted 9 times
- hodori

4 years, 7 months ago

IMHO it's Woodford.
See also: <https://docs.microsoft.com/en-gb/dynamics365/field-service/install-field-service#download-the-field-service-mobile-app-on-a-phone-or-tablet>

👍

↩

🚩

upvoted 2 times
- Freeetje

4 years, 7 months ago

The "configuration"-tool is called Woodford, but you have to install it first. So the "Install.. solution in woodford" doesn't make any sense and is not correct. It should be "Install the Field Service Mobile Configuration tool in D365". If you take the link in the first response, then you have to take a look at Step 3.

👍

↩

🚩

upvoted 9 times
- d365ppp

Highly Voted

2 years, 2 months ago

This question is not valid. Microsoft changed the installation method. Just download like any other app on the device and start using. No other wood or steel grove is required anymore.

👍

↩

🚩

upvoted 6 times
- vortex1

Most Recent

2 years, 6 months ago

Questions related to Resco Legacy (Xamarin) no longer appear in the MB-240 Exam as the functionality reaches EOL in June 2022

👍

↩

🚩

upvoted 4 times
- BeachVball

3 years, 7 months ago

This is the link where you can find the steps mentioned in the provided answer:
<https://docs.microsoft.com/en-us/dynamics365/field-service/field-service-mobile-app-user-guide>

👍

↩

🚩

upvoted 2 times
- Sathesh85

3 years, 11 months ago

First option must be in Dynamics "Install the Field Service Mobile configuration tool in Dynamics 365" NOT in Woodford, rest all correct

👍

↩

🚩

upvoted 1 times
- arrowshine

4 years, 1 month ago

If you go to the link hodori provided the solution is clearly spelled out
Step 3: Install the Field Service Mobile configuration tool
Step 4: Import the mobile project template. 7. Double-click on your newly imported mobile project file. You'll be taken to the project detail page. Select Publish. 9. Select to highlight the mobile project template and select Derive. Enter a name, a higher priority, and assign to relevant Field Service security roles.
step 10 Double-click the mobile project template parent (not your new derivative), and then select Publish All.

👍

↩

🚩

upvoted 1 times
- HaCha

4 years, 2 months ago

the provided link - <https://docs.microsoft.com/en-us/dynamics365/field-service/install-field-service#download-the-field-service-mobile-app-on-a-phone-or-%20tablet> says that
To get fully up and running with Field Service, you'll need to:

Install the core Field Service application
Install the Field Service Mobile app
Install the Woodford mobile configurator
Install and configure the mobile project template

👍

↩

🚩

upvoted 1 times

Actual exam question from Microsoft's MB-240

Question #: 43

Topic #: 1

[\[All MB-240 Questions\]](#)

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.

Hide Answer

Suggested Answer: *BCE*

by [marimar](#) at Nov. 15, 2019, 12:47 p.m.

Comments

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Fabson69 Highly Voted 3 years, 9 months ago
this question is no more relevant as Field Service for Mobile is now a model driven app
 upvoted 7 times

d365ppp Most Recent 2 years, 2 months ago
Yes. Absolute
 upvoted 1 times

Qr4nk 4 years, 4 months ago
BCE seem all right for me.
 upvoted 2 times

marimar 4 years, 9 months ago
IMPORTANT!!! I have already taken the exam and this question is included.
 upvoted 3 times

Actual exam question from Microsoft's MB-240

Question #: 44

Topic #: 1

[\[All MB-240 Questions\]](#)

You are Dynamics 365 for Field Service Development Manager.

You need to enable customization development for multiple developers, via the Woodford solution, where customizations can be combined together to complete the development requirements.

What should you create in order to enable this capability?

- A. Create a project for each developer, which publishes changes to a master project.
- B. Create a project for each developer, using security roles to identify what customizations are available for modification.
- C. Create a Dynamics 365 solution for each developer, which publishes changes to the Woodford solution.
- D. Create a project for each developer, each within its own Woodford solution.

Hide Answer

Suggested Answer: A 

by  [Gkane](#) at Oct. 24, 2020, 2:24 a.m.

Comments

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  **d365ppp** 2 years, 2 months ago



Absolute.

   upvoted 2 times

  **d365ppp** 2 years, 2 months ago

Deprecated

   upvoted 2 times

  **Gkane** 3 years, 10 months ago

I would say B. A is not a feature in resco

   upvoted 4 times

Actual exam question from Microsoft's MB-240

Question #: 45

Topic #: 1

[\[All MB-240 Questions\]](#)

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.

Hide Answer

Suggested Answer: *BDE* 

by  [bfenerci](#) at Feb. 13, 2021, 9:37 p.m.

Comments

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  **d365ppp** 2 years, 2 months ago

Deprecated. No syncing is required , moving forward. It is automatic

   upvoted 2 times

  **bfenerci** 3 years, 6 months ago

correct

   upvoted 2 times

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Actual exam question from Microsoft's MB-240

Question #: 46

Topic #: 1

[All MB-240 Questions]

You are a Dynamics 365 for Field Service Administrator.

You have a requirement to make a custom attribute "Contract Status" required and to not allow invalid data to be entered in the attribute.

What are three ways that you can make an attribute required on a form within the Dynamics 365 for Field Service Mobile App and ensure invalid data cannot be entered? Each correct answer presents a complete solution.

A. Create an OnSave rule, and display a message to the user if the specific field does not meet the required conditions.

B. Create an OnChange rule, and set a simple validation for a field to check whether the field contains data.

C. Create an Option Set with all possible options for the attribute.

D. Create an OnChange rule to highlight a field when it does not contain correct field data.

E. Create an OnSave rule to check any field's data, but without highlighting the field when the condition is not met.

Hide Answer

Suggested Answer: ACE

Community vote distribution

ADE (100%)

by Suchi at Oct. 30, 2019, 6:55 a.m.

Comments

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- Milli_Melini

Highly Voted

4 years, 2 months ago

A, D, E should be correct. C does not ensure that the field is required, B only checks for data, it does not check for specific values as aa86 mentioned already.

upvoted 10 times
- ceejaybee

Most Recent

2 years, 2 months ago

Selected Answer: ADE

ADE check that there is data, and that it is correct format

upvoted 1 times
- Kyol

2 years, 4 months ago

ACE

Optionset: "to not allow invalid data to be entered in the attribute."

Can't understand how I'm the only one to see this!

upvoted 1 times
- sfeucht

3 years, 8 months ago

The correct answer should be A, D, E. With option B: only a simple validation occurs, and thus you only check if data is entered and NOT if it is a valid format. Hence B is incorrect. Option C with the option sets does not make the field mandatory to fill in.

upvoted 2 times
- BeachVball

3 years, 7 months ago

Agreed, ADE is the correct answer

upvoted 2 times
- yagorem541

3 years, 9 months ago

OnChange event will only be triggered on field change - therefor if field is empty and nothing is entered in, it will not validate at all. Offered answers are correct imo.

upvoted 2 times
- Sathesh85

3 years, 11 months ago

What's the final correct 3 options here?

upvoted 1 times
- HassanSarhan

2 years, 8 months ago

A,D,E is the correct ans

upvoted 2 times
- HaCha

4 years, 2 months ago

Checked and validated the answers are ABDE

https://blog.resco.net/2017/04/12/say-goodbye-to-empty-fields-and-incorrect-data-how-to-make-fields-required-in-resco-mobile-crm/

upvoted 1 times
- harry11

4 years, 3 months ago

CDE is correct, A means user can choose to enter wrong values nonetheless and B only checks for data at all, so wrong values can be entered as well. All other 3 options do prevent entering an invalid value. See Suchi/blogpost (thanks for that btw).

upvoted 2 times
- sabindas

4 years, 3 months ago

ABDE is correct , https://blog.resco.net/2017/04/12/say-goodbye-to-empty-fields-and-incorrect-data-how-to-make-fields-required-in-resco-mobile-crm/

upvoted 1 times
- Saketk

4 years, 4 months ago

B, D and E are correct

upvoted 3 times
- aa86

4 years, 4 months ago

B cannot be correct. It only checks for data in the field, it doesnt check for specific values

upvoted 3 times
- JesseB

4 years, 9 months ago

Agreed, A,B,D, and E should all be correct here.

upvoted 1 times
- JesseB

4 years, 9 months ago

Correction, A is wrong too because per the link above you will get a warning but can still entered the value. So the correct answer to this question should be B,D, and E

upvoted 3 times
- Suchi

4 years, 10 months ago

A,B, D and E are all correct...and this makes it 4 ways (question needs 3).

Visit: https://www.resco.net/woodford-user-guide/#__RefHeading__5859_1627906509 and then read the blog post on https://blog.resco.net/2017/04/12/say-goodbye-to-empty-fields-and-incorrect-data-how-to-make-fields-required-in-resco-mobile-crm/

upvoted 3 times



Actual exam question from Microsoft's MB-240

Question #: 47

Topic #: 1

[\[All MB-240 Questions\]](#)

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 syncing to server.
- E. Check if sync filter on Bookable Resource Booking entity is too restrictive for offline mode.

Hide Answer

Suggested Answer: ACE 

References:

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

Community vote distribution

ADE (100%)






























by  Menik at Sept. 30, 2019, 7:53 p.m.

Comments

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-   **Suchi** Highly Voted  4 years, 10 months ago
Correct answer is A, D and E per the link provided in the answer key.
   upvoted 11 times
-   **Remko** Most Recent  3 months, 4 weeks ago
Enable Drip Scheduling is no longer supported in the Field Service mobile app.
   upvoted 1 times
-   **d365ppp** 2 years, 2 months ago
The admin of this has provided the right link but had chosen the wrong options.
ADE is the right answer.
   upvoted 1 times
-   **ceejaybee** 2 years, 2 months ago
Selected Answer: ADE
ADE as per link given
   upvoted 1 times
-   **Rachha** 4 years, 7 months ago
ade correct ans
   upvoted 4 times
-   **Menik** 4 years, 11 months ago
There are typically 3 possible reasons bookings don't show up in the mobile app:

The mobile application isn't synced to the server

The application is in offline mode and the booking is outside the sync filters

Drip scheduling is enabled for the related resource and the booking is outside the bookings to drip number parameter
   upvoted 1 times
-   **BeachVball** 3 years, 7 months ago
Agreed: ADE is the correct answer. This is the link:
<https://docs.microsoft.com/en-us/dynamics365/field-service/mobile-faq-bookings-not-showing>
   upvoted 4 times

Actual exam question from Microsoft's MB-240

Question #: 48

Topic #: 1

[\[All MB-240 Questions\]](#)

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.

Hide Answer

Suggested Answer: D

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/field-service-mobile-app-user-guide>

Community vote distribution

A (100%)

by [Menik](#) at Sept. 30, 2019, 7:56 p.m.

Comments

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- Menik

Highly Voted

4 years, 11 months ago

Correct answer is A.

upvoted 8 times
- Suchi

Highly Voted

4 years, 10 months ago

D is correct. The note on the below link [under Install the mobile app on a phone or tablet] confirms the answer.

<https://docs.microsoft.com/en-us/dynamics365/field-service/field-service-mobile-app-user-guide>

upvoted 7 times
- arpitaa

2 years, 6 months ago

correct

upvoted 1 times
- xkqn2c

2 years, 6 months ago

I don't think this is true, because the administrator logs in correctly.

upvoted 1 times
- jakub_kangur

Most Recent

1 year, 8 months ago

Field Service Mobile (Xamarin app) has reached end of life on June 30, 2022.

upvoted 5 times
- ceejaybee

2 years, 2 months ago

Selected Answer: A

A, as per link given

upvoted 1 times
- Milo84

2 years, 8 months ago

Note

upvoted 2 times
- HassanSarhan

2 years, 8 months ago

Selected Answer: A

(A)Update the Security Roles for the FSM project within Woodford.

upvoted 1 times
- Gowri

4 years, 4 months ago

D is not correct. The message for D should be "Your organization has not set your account's Bookable Resource to be 'Enabled for Field Service Mobile'

Correct answer is A

<https://docs.microsoft.com/en-us/dynamics365/field-service/mobile-faq>

upvoted 4 times
- Nandha

4 years ago

I have tested it. Answer is A.

Gowri is correct with comment.

upvoted 5 times
- JesseB

4 years, 9 months ago

I believe the actual error message you get is "Your Organization has not configured the Field Service Mobile app with the correct project". In that case, the answer is A.

<https://docs.microsoft.com/en-us/dynamics365/field-service/mobile-faq>

upvoted 5 times

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Q

Actual exam question from Microsoft's MB-240

Question #: 49

Topic #: 1

[All MB-240 Questions]

You are in charge of setting up the new Dynamics 365 CE Field Services environment for your company. As the field Service Administrator, you need to configure the field service settings for work orders for your environment. Which three work order settings can be configured by the Field Service Administrator? Each correct answer presents a complete solution.

A. Default work order type

B. Auto generate resource requirement for work order

C. Work order invoice creation

Most Voted

D. Default work order completed status

Most Voted

E. Auto generate work order for agreement booking

Most Voted

Hide Answer

Suggested Answer: ABD

Community vote distribution

CDE (83%)

A (17%)

by

Suchi

 at Oct. 20, 2019, 4:42 p.m.

Comments

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voting comment

New

Type your comment...

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Suchi

Highly Voted

4 years, 10 months ago

Correct answer: CDE. This is clearly mentioned on below link
https://docs.microsoft.com/en-us/dynamics365/field-service/configure-default-settings

upvoted 17 times

Nick1590

Highly Voted

4 years, 10 months ago

CDE. Go to system Field service setup

upvoted 7 times

TT86

Most Recent

10 months, 1 week ago

Selected Answer: CDE

Correct

upvoted 1 times

bilal69

1 year, 3 months ago

Selected Answer: CDE

CDE is correct

upvoted 1 times

Jonsberg

1 year, 5 months ago

Selected Answer: CDE

CDE in System field service setup

upvoted 1 times

ceejaybee

2 years, 2 months ago

Selected Answer: CDE

CDE as per link

upvoted 1 times

majidhussain85

2 years, 5 months ago

Selected Answer: CDE

https://docs.microsoft.com/en-us/dynamics365/field-service/configure-default-settings

upvoted 1 times

maximn1384

2 years, 8 months ago

Selected Answer: A

CDE as per Suchi

upvoted 1 times

Fabson69

3 years, 9 months ago

CD Go to system Field service setup 'workorder/booking' tab, E 'agreement' tab

upvoted 2 times

Suchi

4 years, 10 months ago

C and D are the only correct answers. E is for agreements, not work order. A and B are neither mentioned in the Field Service settings in the app nor on the link
https://docs.microsoft.com/en-us/dynamics365/field-service/configure-default-settings

upvoted 2 times

arpitaa

2 years, 6 months ago

"E" is also correct, it is clearly mentioned under the "Agreement" section
https://docs.microsoft.com/en-us/dynamics365/field-service/configure-default-settings

upvoted 1 times

Actual exam question from Microsoft's MB-240

Question #: 50

Topic #: 1

[\[All MB-240 Questions\]](#)

DRAG DROP -

You need to create a purchase order for a thermal overload cooling fan for a refrigeration unit on the shop floor.

After creating a purchase order, what are the five steps, in sequence, for completing the order and receiving the products? 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:

Steps

Order

Add Purchase Order receipt products.

Send completed bill to Enterprise Resource Planning (ERP).

Create a Purchase Order Receipt.

Add Products.

Obtain Approval.

Create Purchase Order Bill.

➤

➡

Hide Answer

Suggested Answer:

Steps

Order

Add Purchase Order receipt products.

Send completed bill to Enterprise Resource Planning (ERP).

Create a Purchase Order Receipt.

Add Products.

Obtain Approval.

Create Purchase Order Bill.

➤

➡

References:
<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/create-purchase-order>

by [marimar](#) at Nov. 15, 2019, 12:48 p.m.

Comments

Type your comment...

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- Stardust

Highly Voted

4 years, 2 months ago

Mentioned answers look correct.

Ref: <https://docs.microsoft.com/en-us/dynamics365/field-service/create-purchase-order>

upvoted 7 times
- HassanSarhan

2 years, 8 months ago

Correct thanks!

upvoted 1 times
- u4naomi2006

Highly Voted

3 years, 6 months ago

Step 1: Create a purchase order

Step 2: Add products to the purchase order

Step 3: Get the purchase order approved

Step 4: Create a receipt for the purchase order

Step 5: Add purchase order receipt products

Step 6: Create purchase order bill

upvoted 5 times
- marimar

Most Recent

4 years, 9 months ago

IMPORTANT!!! I have already taken the exam and this question is included.

upvoted 4 times



Actual exam question from Microsoft's MB-240

Question #: 51

Topic #: 1

[\[All MB-240 Questions\]](#)

You are onsite, working on a customer's factory floor. You need to return tomorrow and replace a belt on the conveyor. You look at the inventory in Warehouse 1, and there are 10 in stock. You pull the belt from stock and create an inventory transfer record.

What are the two correct steps to complete the transfer? Each correct answer presents part of the solution.

A. Select the source warehouse, then select the destination warehouse.

B. Enter the quantity to transfer, then click transfer.

C. Enter the part number from the drop down, then click to transfer.

D. Select the From warehouse location, then select the To warehouse location.

Hide Answer

Suggested Answer: AB

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/create-inventory-transfer>

Community vote distribution

AB (100%)

by [marimar](#) at Nov. 15, 2019, 12:48 p.m.

Comments

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[🗨](#) [👤](#) **ceejaybee** 2 years, 2 months ago

Selected Answer: AB

AB as per link

[👍](#) [↩](#) [🚩](#) upvoted 1 times

[🗨](#) [👤](#) **smar** 4 years, 3 months ago

Answer provided is correct, A and B

[👍](#) [↩](#) [🚩](#) upvoted 2 times

[🗨](#) [👤](#) **Barathn** 4 years, 4 months ago

<https://community.dynamics.com/crm/b/crm365blog/posts/managing-inventory-in-field-service>

[👍](#) [↩](#) [🚩](#) upvoted 1 times

[🗨](#) [👤](#) **marimar** 4 years, 9 months ago

IMPORTANT!!! I have already taken the exam and this question is included.

[👍](#) [↩](#) [🚩](#) upvoted 4 times

[🗨](#) [👤](#) **ceejaybee** 2 years, 2 months ago

that is not very important

[👍](#) [↩](#) [🚩](#) upvoted 2 times

Actual exam question from Microsoft's MB-240

Question #: 52

Topic #: 1

[\[All MB-240 Questions\]](#)

DRAG DROP -

Your company's inventory clerk has received a truck shipment of parts for repair of equipment on such a rush order. The order needs to be completed as soon as possible.

Which three steps, in sequence, are needed to receive the products to the existing rush order in Field Service? 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:

STEPS

Click Receipt Products

Create an Inventory Adjustment record.

Click Show Purchase order Products not fully received yet.

Click the drop-down arrow next to the P.O. name.

Post the Receipt record.

ORDER

Hide Answer

SUGGESTED ANSWER

STEPS

Click Receipt Products

Create an Inventory Adjustment record.

Click Show Purchase order Products not fully received yet.

Click the drop-down arrow next to the P.O. name.

Post the Receipt record.

ORDER

Click the drop-down arrow next to the P.O. name.

Click Receipt Products

Click Show Purchase order Products not fully received yet.

References:
<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/create-purchase-order>

by shine at July 15, 2020, 8:49 p.m.

Comments

Type your comment...

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- jakub_kangur

1 year, 8 months ago

Or maybe we do it inside Field Service?

1. Create Inventory Adjustment Record (indicate Warehouse and Resource responsible for it, and comment in Description area)

2. Add new Inventory Adjustment Products with new quantity in Inventory Tab (select Product and quantity: negative or positive)

3. Save and Close :)

upvoted 1 times
- xkqn2c

2 years, 6 months ago

This should be the reference: <https://docs.microsoft.com/en-us/dynamics365/supply-chain/procurement/product-receipt-against-purchase-orders>

upvoted 1 times
- u4naomi2006

3 years, 6 months ago

Step 1: Create a purchase order

Step 2: Add products to the purchase order

Step 3: Get the purchase order approved

Step 4: Create a receipt for the purchase order

Step 5: Add purchase order receipt products

Step 6: Create purchase order bill

upvoted 3 times
- Rhagol

2 years, 4 months ago

what the hell is this? the question asks for three steps not 6...

upvoted 5 times
- d365ppp

2 years, 2 months ago

Guys. just your cool. Everyone has different opinions.

upvoted 2 times



Actual exam question from Microsoft's MB-240

Question #: 53

Topic #: 1

[\[All MB-240 Questions\]](#)

DRAG DROP -

Your company uses Dynamics 365 for Field Service.

The company's inventory clerk goes to the bin location for electrical switches and discovers there are none in stock. However, the Field Service Inventory shows a quantity of one.

In which order should the required fields be entered to adjust the inventory to the correct amount? To answer, move the three appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Select and Place:

Fields

Warehouse

Bin location

Unit

Product

Quantity

ORDER

Hide Answer

Suggested Answer:

Fields

Warehouse

Bin location

Unit

Product

Quantity

ORDER

Product

Unit

Quantity

by [animalstartup](#) at April 17, 2020, 9:12 p.m.

Comments

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- Twashi2564

1 year, 12 months ago

Answer us Product ID, Quantity, and Warehouse

upvoted 1 times
- harry11

4 years, 3 months ago

The answer refers to Inventory Adjustment Product: Product, Unit, Quantity. The product inventory record itself is not editable when it comes to these attributes.

upvoted 4 times
- animalstartup

4 years, 4 months ago

This is in the exam

upvoted 3 times

Actual exam question from Microsoft's MB-240

Question #: 54

Topic #: 1

[\[All MB-240 Questions\]](#)

DRAG DROP -

Your company's inventory clerk is using the Returning to Vendor feature in Dynamics 365 for Field Service to process a customer's request to return a wheel that is the wrong size.

The clerk needs to understand the different tracking options for returning to the vendor.

Which actions correspond with track the return and which actions correspond with another return to vendor option? To answer, drag the type of return to the action.

Each type or return 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

track the return	Mark when the return was approved.	
other return to vendor options	Mark when the return was shipped.	
	Mark when the return was received.	
	Issue credit to the customer.	
	Issue a credit memo.	

Hide Answer

Answer Area

Suggested Answer:	track the return	Mark when the return was approved.	track the return
	other return to vendor options	Mark when the return was shipped.	track the return
		Mark when the return was received.	track the return
		Issue credit to the customer.	other return to vendor options
		Issue a credit memo.	other return to vendor options

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

by [Suchi](#) at Oct. 30, 2019, 9:45 a.m.

Comments

Type your comment...

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- ceejaybee

2 years, 2 months ago

In exam, Jun-22

upvoted 2 times
- Ann_Eke

2 years, 8 months ago

I've checked this in a trial and it looks like Approved, Shipped & Received are values in the System Status column on the RTV-form. The suggested answer is correct.

upvoted 1 times
- Nandha

4 years ago

Suggested Answer is Correct.

Ref (Return to Vendor): <https://docs.microsoft.com/en-us/dynamics365/field-service/process-return#step-5-optional-create-an-rtv>

upvoted 3 times
- Suchi

4 years, 10 months ago

On the link supplied for answer validation, read point 8 and 11 under Step 6: (Optional) Create an RTV. It does not talks about 'other return to vendor'.

upvoted 1 times



Actual exam question from Microsoft's MB-240

Question #: 55

Topic #: 1

[\[All MB-240 Questions\]](#)

DRAG DROP -

There are certain steps a Field Service Manager must take for RMA approval, and then for creating an RMA receipt.

Which steps pertain to RMA Approval and which steps pertain to RMA Receipts? To answer, drag RMA Approval or RMA Receipts to the appropriate steps. RMA Approval and RMA Receipts may be used once, more than once, or not at an. 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

RMA Approval

RMA Receipt

Verify RMA products are linked to customer equipment records.

Arrange shipping and transportation for the products to be returned.

Determine if RMA products can be returned to the manufacturer and if a credit must be issued.

Give the step a name.

Hide Answer

Answer Area

RMA Approval

RMA Receipt

Verify RMA products are linked to customer equipment records.

Arrange shipping and transportation for the products to be returned.

Determine if RMA products can be returned to the manufacturer and if a credit must be issued.

Give the step a name.

RMA Approval

RMA Approval

RMA Approval

RMA Receipt

Suggested Answer:

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

by [FC](#) at July 31, 2020, 6:02 a.m.

Comments

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[u4naomi2006](#) 3 years, 6 months ago
<https://docs.microsoft.com/en-us/dynamics365/field-service/inventory-purchasing-returns-overview#returns>
upvoted 1 times

[FC](#) 4 years, 1 month ago
Answers are correct,
upvoted 3 times

Actual exam question from Microsoft's MB-240

Question #: 56

Topic #: 1

[\[All MB-240 Questions\]](#)

You are a Dynamics 365 for Field Service Billing Administrator. Your customer wants to purchase a series of quarterly preventative maintenance visits as well as bi-weekly site visits.

The customer wants to be billed for the preventative maintenance quarterly but billed for the site visits monthly.

What are two ways that this can be completed against a single Agreement? Each correct answer presents a complete solution.

A. Create Invoice Setup for preventative maintenance, with Invoice Products tied to Quarterly Price List.

B. Create Invoice Setup for preventative maintenance with Invoice Recurrence of every three months.

C. Create Invoice Setup for site visits, with Invoice Recurrence of each month.

D. Create Invoice Setup for site visits, with Invoice Products tied to Monthly Price List.

Hide Answer

Suggested Answer: *BC* 

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/set-up-customer-agreements#add-invoice-setup>

by  **Power_Ninja** at *Feb. 14, 2021, 10:16 a.m.*

Comments

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  **Power_Ninja**  3 years, 6 months ago

Correct, B & C

   upvoted 5 times

  **HassanSarhan** 2 years, 8 months ago

good thanks

   upvoted 1 times

Actual exam question from Microsoft's MB-240

Question #: 57

Topic #: 1

[\[All MB-240 Questions\]](#)

DRAG DROP -

You are a Dynamics 365 for Field Service Administrator. All Products have the Convert to Customer Asset field set to Yes.

Some users indicate products on a customer asset are not always becoming a customer asset. Users provide you with three scenarios.

You need to review the scenarios and provide the answers.

What happens to the product for each user scenario? To answer, drag the appropriate solution to satisfy each listed requirements. Each solution 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

Product is Converted to Customer Asset.

Product is not Converted to Customer Asset.

Product is Converted as an Inactive Customer Asset.

Work Order Product is Estimated. Booking is Closed and Work Order is Closed-Posted.

Work Order Product is Used. Booking is Closed and Work Order is Open – Completed.

Work Order Product is Used. Booking is Canceled and Work Order is Closed-Posted.

Hide Answer

Answer Area

Suggested Answer:

Product is Converted to Customer Asset.

Product is not Converted to Customer Asset.

Product is Converted as an Inactive Customer Asset.

Work Order Product is Estimated. Booking is Closed and Work Order is Closed-Posted.

Work Order Product is Used. Booking is Closed and Work Order is Open – Completed.

Work Order Product is Used. Booking is Canceled and Work Order is Closed-Posted.

Product is not Converted to Customer Asset.

Product is not Converted to Customer Asset.

Product is Converted to Customer Asset.

by [marimar](#) at Nov. 15, 2019, 12:49 p.m.

Comments

Type your comment...

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- Power_Ninja

Highly Voted

3 years, 6 months ago

1)Product is not Converted to Customer Asset,
2)Product is Converted to Customer Asset,
3)Product is Converted to Customer Asset,
If you test all 3 scenarios in Dynamics the above are the correct options. The key thing is if the product is marked as "used" and the work order goes to Open-Completed or any later stage like Closed-Posted, the product is converted to a customer asset.

upvoted 16 times
- HassanSarhan

2 years, 8 months ago

good explanation thanks @Power_Ninja

upvoted 3 times
- SuchiS

Most Recent

3 weeks, 5 days ago

Checked in D365 Field Service App. If user updated the Product as used and WO Complete with Booking Status as Canceled, it would still convert the product to Client Asset.

upvoted 1 times
- AlessandroPrandini

3 years, 11 months ago

Did you tried? I canceled all wo's bookings and Closed as Posted WO system status. Asset has been created.

upvoted 1 times
- Nandha

4 years, 1 month ago

<https://docs.microsoft.com/en-us/dynamics365/field-service/work-order-status-booking-status#open--completed>

upvoted 2 times
- Nandha

4 years, 1 month ago

Answer is
Product is not converted to Customer Asset
Product is converted to Customer Asset
Product is not converted to Customer Asset

The system doesnt automatically set the asset status to inactive during the work order completion.

upvoted 8 times
- arpitaa

2 years, 6 months ago

Correct

upvoted 1 times
- gfw777

4 years, 1 month ago

'When a work order system status is set to Open-Completed, the system will automatically generate the customer asset record and associate it with the service account listed on the work order.'

Second use case is the only one that converts to customer asset.

upvoted 2 times
- shine

4 years, 1 month ago

Product converts to customer asset when it's used and booking status is completed.

upvoted 2 times
- alhitch

4 years, 6 months ago

<https://docs.microsoft.com/en-us/dynamics365/field-service/configure-set-up-customer-assets>

To convert Product to Customer Asset
1. Product - Convert to Customer Asset = Yes
2. Work Order - Product = Used
3. Work Order - System Status = Open - Completed

upvoted 4 times
- arow

4 years, 4 months ago

Its definitely only B which is converted as Customer Asset

upvoted 9 times
- [Removed]

4 years, 7 months ago

Looks like 2nd one is correct. What about 3rd one.?

upvoted 1 times
- marimar

4 years, 9 months ago

IMPORTANT!!! I have already taken the exam and this question is included.

upvoted 3 times



Actual exam question from Microsoft's MB-240

Question #: 58

Topic #: 1

[\[All MB-240 Questions\]](#)

You are a Dynamics 365 for Field Service Administrator.

You need to add two compressor sub-components to one of the refrigerator customer assets, in the environment and set up the sub-components for the customer asset.

What must you do to properly set up the assets?

- A. Add the compressor sub-components as sub-assets on the refrigerator customer asset record.
- B. Click View Hierarchy on the refrigerator customer asset record.
- C. Set the Master Asset on the sub-components to the refrigerator Customer Asset record.
- D. Add the compressor sub-components as customer asset records.

Hide Answer

Suggested Answer: A

by [Qr4nk](#) at April 27, 2020, 1:56 p.m.

Comments

Switch to a [voting comment](#) New

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[Qr4nk](#) [Qr4nk](#) 1 year, 8 months ago

yes it is a A

[Qr4nk](#) [Qr4nk](#) [Qr4nk](#) upvoted 2 times

[Qr4nk](#) [Qr4nk](#) 2 years, 2 months ago

In exam, Jun-22

[Qr4nk](#) [Qr4nk](#) [Qr4nk](#) upvoted 1 times

[Qr4nk](#) [Qr4nk](#) 4 years ago

Is A & C similar to each others?

[Qr4nk](#) [Qr4nk](#) [Qr4nk](#) upvoted 2 times

[Qr4nk](#) [Qr4nk](#) 3 years, 11 months ago

I agree they are similar. However, I think you set the Parent Asset and that Parent Asset will show in the Master Asset field, so you don't actually modify the Master Asset field.

[Qr4nk](#) [Qr4nk](#) [Qr4nk](#) upvoted 1 times

[Qr4nk](#) [Qr4nk](#) 3 years, 11 months ago

Sorry, you set the Parent Asset and if there's another asset at the top of the hierarchy, then that asset will show as the Master Asset...so the Parent Asset and Master Asset may not be the same.

[Qr4nk](#) [Qr4nk](#) [Qr4nk](#) upvoted 1 times

[Qr4nk](#) [Qr4nk](#) 4 years, 4 months ago

A seems right to me.

[Qr4nk](#) [Qr4nk](#) [Qr4nk](#) upvoted 3 times

Actual exam question from Microsoft's MB-240

Question #: 59

Topic #: 1

[\[All MB-240 Questions\]](#)

You work for a recycling company that provides customers with large compactor units to collect their recyclable materials. The compactor units are comprised of two separate components: a container to collect the recyclable materials and a separate component that compacts the recyclable materials to make them easier to transport.

These containers are expensive, and the components tend to break down frequently, requiring ongoing maintenance and repairs.

You need to easily track the containers that your company has at each client location and maintain a service history for each of the sub-components.

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

Hide Answer

Suggested Answer: A 

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/configure-set-up-customer-assets>

Community vote distribution

A (100%)

by  JesseB at Nov. 14, 2019, 1:08 a.m.

Comments

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Type your comment...

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  **ceejaybee** 2 years, 2 months ago

In exam, Jun-22

   upvoted 1 times

  **ceejaybee** 2 years, 2 months ago

Selected Answer: A

A, as per link

   upvoted 1 times

  **KaIKK** 3 years, 8 months ago

The correct answer is A indeed

   upvoted 2 times

  **JesseB** 4 years, 9 months ago

The correct answer is C per the link provided

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/configure-set-up-customer-assets>

   upvoted 1 times

  **JesseB** 4 years, 9 months ago

I read that wrong. The correct answer is A

   upvoted 2 times




  **marimar** 4 years, 9 months ago

Correct answer is A.

In the link you have put it says:

"Customer asset records can be configured in a hierarchy in order to maintain service history at the sub-component level."

the customer inventory records do not exist in CRM

   upvoted 8 times

Actual exam question from Microsoft's MB-240

Question #: 60

Topic #: 1

[\[All MB-240 Questions\]](#)

Your company decided they want the Field Service territory structure to match that of the already defined sales territories within Dynamics 365. This would allow reporting by territory on the Sale and related warranty work on products in a specific territory. It will also allow scheduling of resources based on location.

You have been tasked with setting up the territories to allow for scheduling work and filtering by technicians.

Which two pieces of information must you provide when setting up Territories so work can be scheduled to the appropriate technicians? Each correct answer presents part of the solution.

A. Users assigned to one or more territory

B. Territory Name

C. Territory Manager

D. Bookable Resources assigned to one or more territory

Hide Answer

Suggested Answer: *BD*

Community vote distribution

BC (100%)

by [Guischuk](#) at *June 8, 2023, 2:52 p.m.*

Comments

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tuukkah 1 month ago

BD is correct. Name is mandatory on the form.

<https://learn.microsoft.com/en-us/dynamics365/field-service/set-up-territories>

upvoted 1 times

Guischuk 1 year, 2 months ago

Selected Answer: BC

Seems correct

upvoted 3 times

Actual exam question from Microsoft's MB-240

Question #: 61

Topic #: 1

[\[All MB-240 Questions\]](#)

A functional consultant needs to configure all new products for use on Work Orders in Field Service.

What are the three categories for products in Field Service? Each correct answer presents part of the solution.

A. Inventory

B. Miscellaneous

C. Equipment

D. Service

E. Non Inventory

Hide Answer

Suggested Answer: ADE 

Community vote distribution

ADE (100%)

by  [Guischuk](#) at June 8, 2023, 2:54 p.m.

Comments

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  **Guischuk** 1 year, 2 months ago

Selected Answer: ADE

Seems correct: Miscellaneous doesn't exist and Equipment is for Resources

   upvoted 3 times

Actual exam question from Microsoft's MB-240

Question #: 62

Topic #: 1

[\[All MB-240 Questions\]](#)

DRAG DROP

-

Your company has a requirement to use the out-of-the-box resource types to categorize active bookable resource types. This is to ensure easy Microsoft Dynamics 365 upgrades as needed.

You need to ensure that you only use the appropriate resource types.

Which types are available for your use? To answer, drag each description to the appropriate types. Each description 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 match is worth one point.

Descriptions

Resource Type

Not a Resource Type

Answer Area

Types

Descriptions

Account or Contact

User

Group

Equipment

Team

Hide Answer

Suggested Answer:

Answer Area

Types

Descriptions

Account or Contact

User

Group

Equipment

Team

Resource Type

Resource Type

Not a Resource Type

Resource Type

Not a Resource Type

by [Bob_020621](#) at Oct. 11, 2023, 8:50 a.m.

Comments

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- Net_IT

2 months, 2 weeks ago

Team is not a resource type, given solution is correct.

upvoted 1 times
- Yoch78

5 months, 2 weeks ago

Group is not a ressource type. We have :

Generic
Contact
User
Equipment
Account
Team
Installation
Pool

upvoted 1 times
- Bob_020621

10 months, 3 weeks ago

correct

upvoted 1 times

Actual exam question from Microsoft's MB-240

Question #: 64

Topic #: 1

[\[All MB-240 Questions\]](#)

As part of the Microsoft Dynamics 365 Field Service implementation, your company wants to track the time that technicians spend on work orders and other scenarios. The company wants to be able to report on utilization and billing.

You need to advise on the ways time entries can be created in Field Service.

What are three possible ways? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

A. Automatically for bookings related to Custom Entities

B. Manually for Custom Business Processes

C. Automatically for Work Order bookings

D. Automatically for bookings related to Cases

E. Automatically for Time-off requests

Hide Answer

Suggested Answer: *BCE* 

by  [Murthy1987](#) at *June 30, 2023, 10:21 a.m.*

Comments

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  **Murthy1987** 1 year, 2 months ago

Correct.

<https://learn.microsoft.com/en-us/dynamics365/field-service/field-service-time-entry>

   upvoted 1 times

Actual exam question from Microsoft's MB-240

Question #: 65

Topic #: 1

[\[All MB-240 Questions\]](#)

Your customer wants to set up a minimum charge of \$100 for the first 45 minutes of being onsite for a work order.

You need to set up this requirement in Microsoft Dynamics 365 Field Service.

Which two actions should you perform? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

A. Create a Field Service price list item where the Flat Fee is set to Yes, the Minimum Charge Duration is 45 minutes, and the Minimum Charge Amount is \$100

B. Create a Field Service price list item where the Flat Fee is set to No, the Minimum Charge Duration is 45 minutes, and the Minimum Charge Amount is \$100

Most Voted

C. Create a new product with Field Service Product Type = Inventory

D. Create a price list where the Flat Fee is set to No

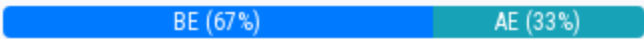
E. Create a new product with Field Service Product Type = Service

Most Voted

Hide Answer

Suggested Answer: DE

Community vote distribution



by [Jonsberg](#) at March 30, 2023, 7:18 p.m.

Comments

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[CARODRI](#) 2 months, 1 week ago

Selected Answer: BE

<https://learn.microsoft.com/en-us/dynamics365/field-service/create-price-list>
Check examples on link

Flat Fee - No
Minimum Charge Duration - 15min (for this example would be 45)

upvoted 2 times

[nivetha797](#) 6 months ago

Selected Answer: BE

B&E are correct

upvoted 2 times

[JB98](#) 11 months ago

Selected Answer: BE

B & E seem correct, because when you set flat fee to 'Yes' you can't set minimum charge duration and minimum charge amount. If you set flat fee to 'No' than you can specify the minimum charge duration and minimum charge amount.

upvoted 4 times

[Abood110](#) 12 months ago

Selected Answer: AE

AE correct

upvoted 1 times

[JLooman](#) 1 year, 1 month ago

Selected Answer: AE

A & E seem correct

upvoted 1 times

[bilal69](#) 1 year, 3 months ago

Selected Answer: AE

A n E are correct

upvoted 2 times

[bilal69](#) 1 year, 4 months ago

A and E

upvoted 2 times

[Jonsberg](#) 1 year, 5 months ago

I believe A and E. Flat Fee for 45 min

<https://learn.microsoft.com/en-us/dynamics365/field-service/create-price-list>

upvoted 1 times

[Yoch78](#) 5 months, 2 weeks ago

And your link confirms BE

upvoted 2 times

Actual exam question from Microsoft's MB-240

Question #: 66

Topic #: 1

[\[All MB-240 Questions\]](#)

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. Most Voted

Hide Answer

Suggested Answer: C

Community vote distribution



by [bilal69](#) at April 9, 2023, 2:56 p.m.

Comments

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[Abood110](#) 1 year ago

Selected Answer: D

Should be D

upvoted 3 times

[Vishu9](#) 1 year, 1 month ago

B,
In Microsoft Dynamics 365, the app designer allows you to configure the app's sitemap, including which entities and forms are visible to specific users or security roles. If the customer is unable to view the custom work order form, it's essential to verify that the custom form is set to be visible within the app that the customer is using.

By navigating to the app designer and checking under the work order entity, you can ensure that the custom form is included and set to be visible for users with the Field Service Dispatcher security role. If the custom form is missing or not set to be visible, the customer will not be able to access it when they log into Dynamics 365.

upvoted 3 times

[UrvinL](#) 1 year, 2 months ago

Correct Answer is B, display to everyone

upvoted 3 times

[bilal69](#) 1 year, 4 months ago

Selected Answer: D

Sorry I meant D,

upvoted 2 times

[bilal69](#) 1 year, 4 months ago

Selected Answer: C

C is the correct

upvoted 1 times

Actual exam question from Microsoft's MB-240

Question #: 68

Topic #: 1

[\[All MB-240 Questions\]](#)

You are installing and setting up the Remote Assist model-driven app for your customer.

You need to advise the customer on the actions available in the model-driven app.

Which three actions can be taken in the model-driven app? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

A. Invite an external user to join a one-time call.

B. Create asset records.


C. Assign Remote Assist licenses.

D. Enable the Remote Assist Calls Dashboard.

E. Enable Remote Assist offline storage capacity.

F. Assign Remote Assist security roles.

Hide Answer

Suggested Answer: ABD 

Community vote distribution

ABD (100%)


by  [Guischuk](#) at June 8, 2023, 3:16 p.m.

Comments

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 **Guischuk** 1 year, 2 months ago

Selected Answer: ABD

Correct: <https://learn.microsoft.com/en-us/dynamics365/mixed-reality/remote-assist/ra-webapp-install#features-enabled-by-the-model-driven-app>

   upvoted 1 times

Actual exam question from Microsoft's MB-240

Question #: 70

Topic #: 1

[\[All MB-240 Questions\]](#)

You need to use the Agreement function in Microsoft Dynamics 365 Field Service to automatically generate work orders and invoices. This configuration will be used for preventative and maintenance work.

You need to determine the configurations that are available for you to use in the Agreements setup.

Which three configurations are available? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

A. Auto Generate Work Order


B. Resources Priority

C. Auto Generate Booking Dates in 24 hours

D. Generate Work Order Days in Advance

E. Booking Recurrence specification

Hide Answer

Suggested Answer: ADE 


by  [Itsybitsybake](#) at Aug. 10, 2023, 10:36 p.m.

Comments

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  **Itsybitsybake** 1 year ago

In Exam on 11/08/2023

   upvoted 1 times

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Actual exam question from Microsoft's MB-240

Question #: 71

Topic #: 1

[All MB-240 Questions]

Work Orders, once completed and reviewed, need to go to Dynamics 365 Finance and Operations for invoicing. All Closed-Posted work orders should be sent to Dynamics 365 Finance and Operations, but the Common Data Service project template keeps failing.

What must you do to have the integration complete successfully?

A. Set Default Work Order Completed Status to Closed - Posted

B. Set Work Order Invoice Creation setting to On Work Order Posted

C. Set Work Order Invoice Creation setting to Never

D. Create Work Order Sub-Status of Dynamics 365 Finance and Operations Invoice. Set work order sub-status to Dynamics 365 Finance and Operations Invoice

Hide Answer

Suggested Answer: B

by DS2306 at May 16, 2023, 2:53 p.m.

Comments

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- Net_IT

2 months, 2 weeks ago

C: "The Work Order Invoice Creation field must be set to Never, because the invoicing will be done from Supply Chain Management. Go to Field Service > Settings > Administration > Field Service Settings, and make sure that the Work Order Invoice Creation field is set to Never."

upvoted 2 times
- Dude

7 months ago

I think this answer may actually be the most correct even though all the answers in my opinion do not entirely solve the problem. The question is referring to a Project Template, this is a term used in the Power Platform Data Integration. Typically you would set the work order to generate an invoice in Field Service when the status is Closed - Posted , then using a Data Integration project, you would integrate the invoice.

The part that is confusing me is that the question states that the template keeps failing, the only possible reasons for this is connection, mismatching data types, incorrect dimensions or field mapping.

The question says the Project Template is "Failing" therefore a connection must have been established, if failing means the records did not transfer, then B would most likely be reason assuming you have configured the filter criteria in Power Query accordingly. I cannot see how A, C or D would solve the issue.

upvoted 2 times
- Murthy1987

1 year, 2 months ago

The Work Order Invoice Creation field must be set to Never, because the invoicing will be done from Supply Chain Management. Go to Field Service > Settings > Administration > Field Service Settings, and make sure that the Work Order Invoice Creation field is set to Never.

upvoted 1 times
- DS2306

1 year, 3 months ago

I think it has to be C

https://learn.microsoft.com/en-us/dynamics365/supply-chain/sales-marketing/field-service-work-order

upvoted 3 times



Actual exam question from Microsoft's MB-240

Question #: 73

Topic #: 1

[\[All MB-240 Questions\]](#)

You are a Contoso, Ltd. dispatcher for Dynamics 365 Field Service application.

A technician's mobile phone is having difficulties, and the Field Service Mobile app will not open. The technician is headed to a work site and needs directions.

How can you provide the technician with directions?

- A. Click on Get Driving Directions from the Work Order record.
- B. Click on Get Driving Directions from the Actions menu on the Schedule Board.
- C. Click Geo Code from the Work Order record.
- D. Click Geo Code from the Booking record.

Hide Answer

Suggested Answer: B

by [Yoch78](#) at March 15, 2024, 6:24 p.m.

Comments

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[Yoch78](#) 5 months, 2 weeks ago

I would say A in this scenario by clicking on "Get Driving Directions" from the Work Order record

[Like](#) [Reply](#) [Upvote](#) upvoted 1 times

Actual exam question from Microsoft's MB-240

Question #: 74

Topic #: 1

[\[All MB-240 Questions\]](#)

A customer service agent fails to solve a customer's issue over the phone.

The agent needs to converted the case to a work order in order to schedule a technician visit.

What is required to successfully convert a case to a work order?

A. SLA

B. Incident Type

C. Work Order Type

D. Customer Asset

Hide Answer

Suggested Answer: **B** 📌

by [Murthy1987](#) at *June 29, 2023, 2 p.m.*

Comments

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 **Murthy1987** 1 year, 2 months ago

Correct. An incident type is required to convert a case to a work order.

   upvoted 2 times

Actual exam question from Microsoft's MB-240

Question #: 76

Topic #: 1

[\[All MB-240 Questions\]](#)

DRAG DROP

You are a Dynamics 365 Field Service dispatcher.

You need to implement a capability within the schedule board to allow you to find resources for a work order. The work order can be done by any resource with the right piece of equipment, who is available at 9:00 A.M. during a selected week.

Which four steps must you take, in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Steps

Order

Create a requirement group template.

Add the incident type to a work order.

Associate an incident type to the requirement group template.

Book the work order.

Book the requirement with the scheduling assistant.

Create a new requirement group.



Hide Answer

Suggested Answer:

Order

Create a requirement group template.

Associate an incident type to the requirement group template.

Add the incident type to a work order.

Book the work order.

by [Adam_Stedry](#) at Aug. 25, 2023, 10:52 a.m.

Comments

Type your comment...

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- Net_IT

2 months, 2 weeks ago

- Create a requirement group template

- Create a new requirement group

- associate a incident type to the requirement group template

- book the work order

<https://learn.microsoft.com/en-us/dynamics365/field-service/multi-resource-scheduling-requirement-groups>

"Incident types with characteristics can't relate to requirement group templates. Associate the characteristics with requirements in the group instead."

upvoted 1 times

- Net_IT

2 months, 2 weeks ago

never mind

upvoted 1 times