



Actual exam question from Microsoft's MB-240

Question #: 1

Topic #: 1

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

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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

Show Suggested Answer



Actual exam question from Microsoft's MB-240

Question #: 2

Topic #: 1

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

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- 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

Show Suggested Answer





Actual exam question from Microsoft's MB-240

Question #: 3

Topic #: 1

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

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- 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

Show Suggested Answer



Actual exam question from Microsoft's MB-240

Question #: 4

Topic #: 1

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

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

Does this meet the goal?

A. Yes

B. No

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Actual exam question from Microsoft's MB-240

Question #: 5

Topic #: 1

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

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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

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Actual exam question from Microsoft's MB-240

Question #: 6

Topic #: 1

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

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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

Show Suggested Answer





Actual exam question from Microsoft's MB-240

Question #: 7

Topic #: 1

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

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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.

Show Suggested Answer





Actual exam question from Microsoft's MB-240

Question #: 8

Topic #: 1

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

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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.

Show Suggested Answer







Actual exam question from Microsoft's MB-240

Question #: 9

Topic #: 1

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

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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

Show Suggested Answer



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:

### Answer Area

**Purchase Order**

**Agreement**

**Booking Status**

**Draft**

**Billed**

**Estimate**

**Expired**

**Traveling**

**In progress**

Show Suggested Answer





Actual exam question from Microsoft's MB-240

Question #: 11

Topic #: 1

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

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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.

Show Suggested Answer





Actual exam question from Microsoft's MB-240

Question #: 12

Topic #: 1

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

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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

Show Suggested Answer



Actual exam question from Microsoft's MB-240

Question #: 13

Topic #: 1

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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:

### Answer Area

#### Entity

Location Agnostic

Business Unit Address

Resource Address

Contact Addresses

Organizational Unit Address

#### Requirement

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.

Show Suggested Answer



Actual exam question from Microsoft's MB-240

Question #: 14

Topic #: 1

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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

Show Suggested Answer





Actual exam question from Microsoft's MB-240

Question #: 15

Topic #: 1

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

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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
- C. Inventory
- D. Service

Show Suggested Answer





Actual exam question from Microsoft's MB-240

Question #: 16

Topic #: 1

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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

Show Suggested Answer





Actual exam question from Microsoft's MB-240

Question #: 17

Topic #: 1

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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



Show Suggested Answer



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:

Descriptions	Answer Area	
	Resource Type	Not a Resource Type
Account		
User		
Service Center		
Equipment		
Team		

Show Suggested Answer





Actual exam question from Microsoft's MB-240

Question #: 19

Topic #: 1

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

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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

Show Suggested Answer



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.

Show Suggested Answer

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

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.

### TARGET



Show Suggested Answer





Actual exam question from Microsoft's MB-240

Question #: 22

Topic #: 1

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

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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.
- B. Add a regional price list to the work order product that includes the price for products and services used.
- 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.
- E. Add a territory relationship to the agreement that includes the price for products and services used.

Show Suggested Answer



Actual exam question from Microsoft's MB-240

Question #: 23

Topic #: 1

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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:

### Answer Area

#### 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.



Show Suggested Answer





Actual exam question from Microsoft's MB-240

Question #: 24

Topic #: 1

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

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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

Show Suggested Answer





Actual exam question from Microsoft's MB-240

Question #: 25

Topic #: 1

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

DRAG DROP -

You work for a digital billboard manufacturing company. When manufacturing is completed, the new digital billboards are shipped to a client site for installation. As the dispatcher for your company, you need to identify and schedule the different resources that are required to complete the installation of the digital billboard.

The installation of a billboard is a complicated process and requires a large team of resources all with different skills. These installations occur frequently, so you want to dispatch the resources for installations as efficiently as possible.

You need to configure multi-resource scheduling.

Which three steps should you perform, in sequence, to enable the multi-resource scheduling? 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

Book the requirement group.

Set up booking rules.

Create a requirement group template.

Create a resource skills requirement template.

Create a new requirement group.

Associate fulfillment preference to a requirement group.

### Order



Show Suggested Answer



Actual exam question from Microsoft's MB-240

Question #: 26

Topic #: 1

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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.

Show Suggested Answer



Actual exam question from Microsoft's MB-240

Question #: 27

Topic #: 1

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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

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.

### Order



Show Suggested Answer



Actual exam question from Microsoft's MB-240

Question #: 28

Topic #: 1

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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.
- 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.

Show Suggested Answer





Actual exam question from Microsoft's MB-240

Question #: 29

Topic #: 1

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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.

Show Suggested Answer



Actual exam question from Microsoft's MB-240

Question #: 30

Topic #: 1

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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

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.

### Order



Show Suggested Answer

Actual exam question from Microsoft's MB-240

Question #: 31

Topic #: 1

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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.

Show Suggested Answer



Actual exam question from Microsoft's MB-240

Question #: 32

Topic #: 1

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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.

Show Suggested Answer





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.

Show Suggested Answer



Actual exam question from Microsoft's MB-240

Question #: 34

Topic #: 1

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

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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.

Show Suggested Answer



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



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Actual exam question from Microsoft's MB-240

Question #: 36

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

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



Show Suggested Answer

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



Show Suggested Answer



Actual exam question from Microsoft's MB-240

Question #: 38

Topic #: 1

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

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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.

Show Suggested Answer





Actual exam question from Microsoft's MB-240

Question #: 39

Topic #: 1

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

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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.

Show Suggested Answer





Actual exam question from Microsoft's MB-240

Question #: 40

Topic #: 1

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

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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

Show Suggested Answer







Actual exam question from Microsoft's MB-240

Question #: 41

Topic #: 1

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

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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.

Show Suggested Answer



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

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.

### Order



Show Suggested Answer





Actual exam question from Microsoft's MB-240

Question #: 43

Topic #: 1

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

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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.

Show Suggested Answer





Actual exam question from Microsoft's MB-240

Question #: 44

Topic #: 1

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

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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.

Show Suggested Answer





Actual exam question from Microsoft's MB-240

Question #: 45

Topic #: 1

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

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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.

Show Suggested Answer





Actual exam question from Microsoft's MB-240

Question #: 46

Topic #: 1

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

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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.

Show Suggested Answer





Actual exam question from Microsoft's MB-240

Question #: 47

Topic #: 1

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

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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.

Show Suggested Answer





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.

Show Suggested Answer







Actual exam question from Microsoft's MB-240

Question #: 49

Topic #: 1

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

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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
- D. Default work order completed status
- E. Auto generate work order for agreement booking

Show Suggested Answer



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.		

Show Suggested Answer



Actual exam question from Microsoft's MB-240

Question #: 51

Topic #: 1

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

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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.

Show Suggested Answer



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		ORDER
<b>Click Receipt Products</b>		
<b>Create an Inventory Adjustment record.</b>		
<b>Click Show Purchase order Products not fully received yet.</b>		
<b>Click the drop-down arrow next to the P.O. name.</b>		
<b>Post the Receipt record.</b>		

Show Suggested Answer

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**

**ORDER**

Warehouse

Bin location

Unit

Product

Quantity



Show Suggested Answer



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**

**other return to vendor options**

**Mark when the return was approved.**

**Mark when the return was shipped.**

**Mark when the return was received.**

**Issue credit to the customer.**

**Issue a credit memo.**

Show Suggested Answer

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.**

Show Suggested Answer





Actual exam question from Microsoft's MB-240

Question #: 56

Topic #: 1

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

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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.

Show Suggested Answer





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.

Show Suggested Answer





Actual exam question from Microsoft's MB-240

Question #: 58

Topic #: 1

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

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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.

Show Suggested Answer





Actual exam question from Microsoft's MB-240

Question #: 59

Topic #: 1

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

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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.

Show Suggested Answer



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

Show Suggested Answer





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

Show Suggested Answer



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

Account or Contact

User

Group

Equipment

Team

#### Descriptions

Show Suggested Answer



Actual exam question from Microsoft's MB-240

Question #: 64

Topic #: 1

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

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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

Show Suggested Answer



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
- 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

Show Suggested Answer





Actual exam question from Microsoft's MB-240

Question #: 66

Topic #: 1

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

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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.

Show Suggested Answer



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.

Show Suggested Answer



Actual exam question from Microsoft's MB-240

Question #: 70

Topic #: 1

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

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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

Show Suggested Answer





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

Show Suggested Answer



Actual exam question from Microsoft's MB-240

Question #: 73

Topic #: 1

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

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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.

Show Suggested Answer





Actual exam question from Microsoft's MB-240

Question #: 74

Topic #: 1

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

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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

Show Suggested Answer



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

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.

### Order



Show Suggested Answer



Actual exam question from Microsoft's MB-240

Question #: 77

Topic #: 1

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

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Contoso wants to provide special customer pricing, to one of their customers, for two years. All work order products and services will be 10% off.

What should they implement?

- A. Create a special price list and associate it to the Billing Account.
- B. Create a special price list and associate it to the Service Account.
- C. Create a special price list, associate it to an entitlement for the Billing Account.
- D. Create a special price list, associate it to an entitlement for the Service Account.

Show Suggested Answer







Actual exam question from Microsoft's MB-240

Question #: 79

Topic #: 1

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

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Your company is losing money on some of the work orders they have been completing. They want to implement a pricing policy to stop the losses on work orders.

You have been asked to setup the application, where applicable, to ensure that minimum charges and fees are enforced.

Which two options are available for enforcing the pricing policy? Each correct answer presents a complete solution.

- A. Minimum flat fee for work order products.
- B. Minimum quantity selling option for work order products.
- C. Minimum charge amount for work order services.
- D. Minimum charge duration for work order services.

Show Suggested Answer



Actual exam question from Microsoft's MB-240

Question #: 81

Topic #: 1

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

DRAG DROP

-

You need to create a requirement group for a work order.

Which three steps should you perform 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**

Book the requirement group.

Create a requirement group template.

Associate an incident type to the requirement group template.

Create a requirement group.

Associate the work order to the requirement group.

Add the incident type to a work order and book the work order.

**Order**



Show Suggested Answer



Actual exam question from Microsoft's MB-240

Question #: 82

Topic #: 1

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

DRAG DROP

Your organization has decided to add Inspections as a new source of revenue.

As a business analyst for this new process, you need to start building Inspection forms for use on a work order.

Which three actions need to be performed in sequence? To answer, move the appropriate actions from the list of steps to the answer area and arrange them in the correct order.

**Steps**

Add a customer asset for the inspection.

Create a work order sub-status called Inspection

Create inspection questions.

Create a new inspection.

Associate an inspection with a service task.

Create a work order type called Inspection.

**Order**



Show Suggested Answer



Actual exam question from Microsoft's MB-240

Question #: 83

Topic #: 1

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

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Your company is implementing a new CRM system. They have selected Microsoft Dynamics 365 Field Service because of its flexibility.

During the basic training sessions, you need to train the field service team on how work orders are created.

What are three out-of-the-box ways to create work orders? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. from a purchase order
- B. from the Dynamics 365 Field Service mobile app
- C. from an asset
- D. from a case record
- E. from an agreement

Show Suggested Answer



Actual exam question from Microsoft's MB-240

Question #: 88

Topic #: 1

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

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You implemented Microsoft Dynamics 365 Field Service. You are now managing changes as the team continues to use Dynamics 365. Dispatchers are reporting that the schedule board is difficult to navigate because resources can be scheduled 24 hours of the day. However, resources for this organization only work between 7am and 5pm in the Greenwich Mean Time Zone (GMT).

You need to modify the schedule board to resolve this issue.

What should you do?

- A. Modify the existing schedule board tabs and ensure the working time for the tab is set to 7am to 5pm GMT.
- B. Adjust the working hours of the resources to 7am to 5pm GMT.
- C. Modify the existing schedule board tabs to only include resources working 7am to 5pm GMT.
- D. Create a schedule board tab for the resources working 7am to 5pm GMT and ensure all the resources have been added to that tab.

Show Suggested Answer



Actual exam question from Microsoft's MB-240

Question #: 89

Topic #: 1

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

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You are configuring the schedule board so that dispatchers can:

1. see all resources on the schedule board at once, with no filtering based on resource type, internal and subcontractors.
2. quickly look at the board, and determine who is internal versus external.

You need to ensure dispatchers can see the resource type.

In which two places should you add the Resource Type field? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. To Resource Details View
- B. To Resource Tooltips View
- C. To Resource Cell Template
- D. To Retrieve Resources Query

Show Suggested Answer



Actual exam question from Microsoft's MB-240

Question #: 91

Topic #: 1

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

### DRAG DROP

You are implementing the schedule board for a HVAC (heating, ventilation, and air conditioning) company. The company has two dispatchers in their own territories who only schedule resources within their territory.

You need to configure the schedule board so that each dispatcher only sees resources who belong in their territory, as well as work orders to be scheduled in their territory.

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

#### Actions

Ensure the **Date Window Start** and **Date Window End** fields are populated on the work order.

Create a schedule board tab for each territory.

Ensure the time zone is set for each territory.

Add the service territory to each tab and select **Save Current Filters as Default**.

Ensure the unscheduled work orders views are filtered by territory on each tab.

Ensure each resource has the appropriate resource territory associated.

#### Order



Show Suggested Answer



Actual exam question from Microsoft's MB-240

Question #: 92

Topic #: 1

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

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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 the 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 Microsoft 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. However, this resource must be available to be scheduled for other accounts.

Solution: You create a Requirement Resource Preference record and set the Preference Type to Restricted and select the work order.

Does this meet the goal?

A. Yes

B. No

Show Suggested Answer







Actual exam question from Microsoft's MB-240

Question #: 93

Topic #: 1

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

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You are working with your customer to define their booking timestamps and booking journals.

Your customer needs your help to understand the capabilities.

Which two explanations are appropriate? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Booking timestamps are used to calculate Booking Journals that calculate total travel time and working time for a specific booking.
- B. Overtime is a type of booking journal. The system determines if the working duration is outside normal working hours.
- C. Timesheets are required to be set up in order to properly capture booking timestamps.
- D. Timestamp Frequencies are only updated Per Booking Status Change.

Show Suggested Answer





Actual exam question from Microsoft's MB-240

Question #: 95

Topic #: 1

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

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Your company enabled automatic time entries for all technicians.

You need to explain to the dispatchers when the time entry actuals will be created in the work order process.

In which work order status will this occur?

- A. In Progress
- B. Closed-Posted
- C. Completed
- D. On Break

Show Suggested Answer





Actual exam question from Microsoft's MB-240

Question #: 100

Topic #: 1

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

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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 the 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 configuring Dynamics 365 Field Service to create an option to see only a specific set of resources on the schedule board. As part of the system setup, all Resources have been assigned to a territory. You want to create the option to see only resources that are in Washington territory.

Solution: You filter the Territories in the Filter section of Filter and Map View.

Does this meet the goal?

A. Yes

B. No

Show Suggested Answer





Actual exam question from Microsoft's MB-240

Question #: 101

Topic #: 1

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

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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 the 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 configuring Dynamics 365 Field Service to create an option to see only a specific set of resources on the schedule board. As part of the system setup, all Resources have been assigned to a territory. You want to create the option to see only resources that are in Washington territory.

Solution: You highlight the Washington Territory in the Map View of the Filter and Map View section.

Does this meet the goal?

A. Yes

B. No

Show Suggested Answer



Actual exam question from Microsoft's MB-240

Question #: 102

Topic #: 1

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

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Your company is currently using a fixed duration for a job type while scheduling work orders. This causes cascading delays, resulting in lower utilization of the resources.

To address this issue, you propose the use of predictive work duration (powered by AI) to help provide more realistic durations.

You need to advise the management team on the factors dispatchers can use to predict the duration of any given booking or requirement.

Which three factors can be used? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. SLA
- B. Time-related changes
- C. Incident Type
- D. Customer Agreement
- E. Customer (service account)

Show Suggested Answer

Actual exam question from Microsoft's MB-240

Question #: 104

Topic #: 1

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

DRAG DROP

You are a Dynamics 365 system functional consultant for a telecommunication firm.

You must configure and enable **Agreements** to ensure that work orders are automatically generated for customers who have contracted for that service, and that invoices are being sent at the correct intervals to the customers.

Which functions of the system support this requirement? 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.

### Answer Area

Incident Type

Agreement

Booking Setup

Invoice Setup

Agreement Products

Requirement Group

When selling service contracts, the Account Management team must be able to define the products and services for contracted jobs via a template. This should include all work estimates and tasks needed for completion of the work.

Contracted work defined by the Account Management team must be documented within Dynamics 365 Field Service. This documentation should support the creation of work orders and invoices for work completed.

Dynamics 365 Field Service must support the ability to define a schedule for when work orders are generated for a customer.

Dynamics 365 Field Service must support the ability to define a schedule for when billing occurs for a customer.

Show Suggested Answer

Actual exam question from Microsoft's MB-240

Question #: 105

Topic #: 1

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

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You are a Microsoft Dynamics 365 Field Service dispatcher. A customer's work order has a particular characteristic and time requirement that is different from most other work orders.

You need to be shown the most suitable resources, and manually book the one that matches the customer's requirements.

What should you do?

- A. Schedule by using drag and drop on the Schedule Board.
- B. Schedule by building a rule to automatically assign the customer-preferred resource.
- C. Schedule the using Resource Scheduling Optimization.
- D. Schedule by using the Schedule Assistant.

Show Suggested Answer





Actual exam question from Microsoft's MB-240

Question #: 106

Topic #: 1

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

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You recently created a new schedule board tab.

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

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

NOTE: Each correct selection is worth one point.

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

Show Suggested Answer





Actual exam question from Microsoft's MB-240

Question #: 110

Topic #: 1

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

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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 the 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 working with your customer to define their schedule board.

Your customer needs you to add or create additional views for their scheduling team.

Solution: Create a new view in the Resource Requirements Views. Edit the Scheduler Settings, and add the new view.

Does this meet the goal?

A. Yes

B. No

Show Suggested Answer



Actual exam question from Microsoft's MB-240

Question #: 111

Topic #: 1

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

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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 the 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 working with your customer to define their schedule board.

Your customer needs you to add or create additional views for their scheduling team.

Solution: Create a new view in the Bookable Resource Bookings Views. Then, edit or create a new tab on the schedule board, and update the Requirements Panel with the new view.

Does this meet the goal?

A. Yes

B. No

Show Suggested Answer





Actual exam question from Microsoft's MB-240

Question #: 112

Topic #: 1

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

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Your organization wants to use the new Microsoft Dynamics 365 Field Service mobile app. You need to install this app for the technicians.

In order to run the initial tests, you install the mobile app and connect with the Sandbox environment to verify that everything is working as expected.

Now, you want to connect the mobile app to the Production environment.

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

NOTE: Each correct selection is worth one point.

- A. Sign out, and then log in as your new production user.
- B. Stay logged in, and select Reconfigure to delete data and clear cache from your device.
- C. Go to the main menu, then select the Settings icon.
- D. Go to the main menu, then select the Person icon.

Show Suggested Answer



Actual exam question from Microsoft's MB-240

Question #: 115

Topic #: 1

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

DRAG DROP

You are a technician at Contoso Electronic, using the Microsoft Dynamics 365 Field Service mobile app to track and manage service requests and inventory.

Your supervisor asks you to explain how Field Service keeps track of inventory based on the quantities at the warehouse.

To answer, drag the appropriate type of quantity at the warehouse to the explanation of the quantity. Each type of quantity will be used once. You may need to drag the split bar between panes or scroll to view the content.

NOTE: Each correct selection is worth one point.

Quantity Allocated

Quantity on Order

Quantity on Hand

Quantity Available

### Answer Area

Number of units remain to be sold.

Number of units currently assigned on work order products.

Sum of quantity available and quantity allocated.

Number of units currently listed on purchase orders and not received.

Show Suggested Answer

Actual exam question from Microsoft's MB-240

Question #: 116

Topic #: 1

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

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You are implementing Microsoft Dynamics 365 Field Service.

The customer wants to use the system to capture changes in various system readings when a technician is onsite servicing an asset.

What should you recommend?

- A. Train the field technicians to take detailed notes on the asset on the work order.
- B. Create asset categories and track the changes from each work order.
- C. Use the Asset Property Log history to track the changes.
- D. Use the Asset Category Log history to track the changes.

Show Suggested Answer



Actual exam question from Microsoft's MB-240

Question #: 117

Topic #: 1

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

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

What should you do?

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

Show Suggested Answer



Actual exam question from Microsoft's MB-240

Question #: 118

Topic #: 1

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

DRAG DROP

Your customer wants to enable their Microsoft Dynamics 365 Field Service mobile app for offline use.

You need to configure the mobile app for technicians, including custom entity offline usage.

What are the first four steps you should perform in sequence? To answer, move the appropriate actions from the list of steps to the answer area and arrange them in the correct order.

**Steps**

**Order**

Edit the sitemap entities in the Field Service mobile model-driven app.

Enable the Field Service mobile model-driven app for offline use.

Edit the Booking and Work Order forms.

Create a mobile offline profile, or update the existing Field Service mobile offline profile to determine what data will be available while offline.

Enable entities for mobile offline synchronization.

Add users to the correct mobile offline profile, and publish the offline profile.



Show Suggested Answer

