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Microsoft MB-240 exam covers a wide range of topics including configuring field service, managing work orders, managing resources, managing inventory and purchasing, and managing contracts and agreements. MB-240 exam also covers other related areas like configuring customer service, configuring service level agreements, and configuring universal resource scheduling.

Earning the Microsoft MB-240 certification can be beneficial for professionals who work with Microsoft Dynamics 365 Field Service. Microsoft Dynamics 365 Field Service Functional Consultant certification can demonstrate to employers and customers that a candidate has the skills and knowledge necessary to configure and manage Field Service applications effectively. Additionally, certified professionals may be eligible for higher salaries and more advanced job opportunities. Overall, the Microsoft MB-240 Exam is an essential step for any functional consultant looking to specialize in Field Service applications in Microsoft Dynamics 365.

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Microsoft Dynamics 365 Field Service Functional Consultant Sample Questions (Q18-Q23):

NEW QUESTION # 18

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 From warehouse location, then select the To warehouse location.
- 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 source warehouse, then select the destination warehouse.

Answer: B,D

Explanation:

Explanation/Reference:

References:

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

NEW QUESTION # 19

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

Answer: A,B

Explanation:

Section: Manage work orders

NEW QUESTION # 20

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

Answer: C

Explanation:

Section: Configure field service applications

Explanation/Reference:

References:

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

NEW QUESTION # 21

Your customer is offering a new service that requires two resources.

You need to ensure that the right resource requirements are created, so that the technician with the right skill set will be assigned.

What are the first three 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.

□

Answer:

Explanation:

□

Explanation:

□

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.

NOTE: Each correct selection is worth one point.

Explanation:

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