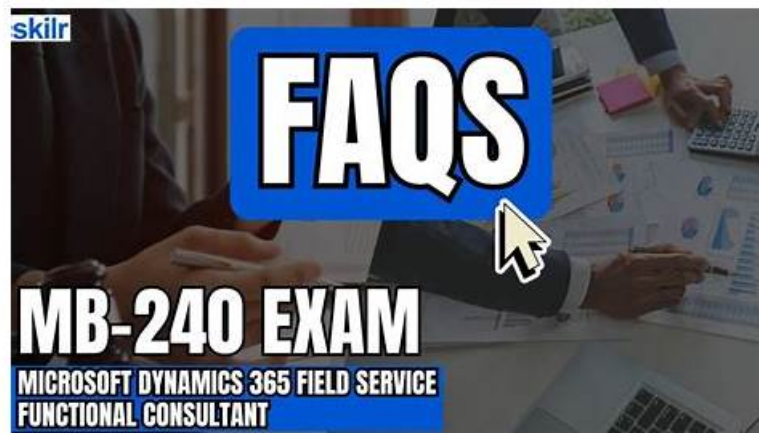


実用的Microsoft MB-240 | 一番優秀なMB-240日本語 対策試験 | 試験の準備方法Microsoft Dynamics 365 Field Service Functional Consultant問題集無料



さらに、GoShiken MB-240ダンプの一部が現在無料で提供されています：https://drive.google.com/open?id=10T6v0wM1LlSIA33DrQiDyGJ0b_VhU4Jv

成功への道を示す指標として、私たちの練習資料はあなたの旅のあらゆる困難を乗り越えることができます。すべての課題をウォークインのように扱うことはできませんが、MB-240シミュレーションの実践により、レビューを効果的にすることができます。それが彼らがラインのプロモデルである理由です。私たちは品質の問題に非妥協的であり、あなたは彼らの習熟度を厳しく完全に確信することができます。

Microsoft MB-240認定試験は、フィールドサービス管理プロセスとDynamics 365 Field Serviceの専門知識を証明したいプロフェッショナルにとって必須の認定資格です。この試験は、幅広いトピックをカバーし、候補者が組織のニーズに合わせてDynamics 365 Field Serviceを構成および実装する能力を示すことを要求します。この認定資格により、プロフェッショナルはキャリアの見通しを向上させ、その分野における卓越した取り組みを示すことができます。

>> MB-240日本語対策 <<

MB-240試験の準備方法 | 100%合格率のMB-240日本語対策試験 | 検証するMicrosoft Dynamics 365 Field Service Functional Consultant問題集無料

私たちMicrosoftのMB-240トレントは、紙で学ぶだけでなく、携帯電話を使って学習できるように、さまざまなバージョンを特別に提案しました。これにより、生徒が断片化した時間を利用できるようになります。興味や習慣に応じて、GoShikenのMB-240学習教材のバージョンを選択できます。バリューパックを購入すると、3つのバージョンがすべて揃っており、価格は非常に優遇されており、すべての学習体験を楽しむことができます。つまり、いつでもどこでもMB-240試験エンジンを勉強して、Microsoft Dynamics 365 Field Service Functional Consultant試験に合格するのに役立ちます。

Microsoft Dynamics 365 Field Service Functional Consultant 認定 MB-240 試験問題 (Q119-Q124):

質問 # 119

Your company has hired a new service technician. They are still learning about the job and the units the company sells and services. The service technician was assigned to a repair work order for a unit. Upon arrival and inspection, the service technician turns off the one circuit breaker to the unit but is NOT sure what to do next.

The service technician calls the internal help team for assistance, but they CANNOT provide the proper guidance as they are unable see what exactly the service technician is looking at and the service technician CANNOT describe it.

You need to recommend the appropriate tools or applications that can assist in resolving these types of issues in the future.

Which two tools or applications should the company implement? Each correct statement presents a complete solution. Choose two.
NOTE: Each correct selection is worth one point.

- A. Microsoft 365 Copilot for Sales
- B. Microsoft Dynamics 365 Remote Assist
- C. Microsoft Dynamics 365 Guides
- D. Resource Scheduling Optimization

正解: B、C

質問 # 120

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. Non Inventory
- B. Service
- C. Inventory
- D. Product

正解: A、C

解説:

Explanation

<https://docs.microsoft.com/en-us/dynamics365/field-service/configure-set-up-customer-assets> Only products where Field Service Product Type is set to Inventory or Non-inventory can be added to work orders. Only those products can be automatically converted to customer assets. However, when manually creating a customer asset, you can add all products.

質問 # 121

Case Study 2 - Contoso

Overview. General overview

Contoso is a large international manufacturing company that has offices around the world with service and scheduling departments in each office. In addition, Contoso has sales reps throughout the world.

Contoso has main offices in North America, Europe and Asia, with global headquarters based in Redmond, Washington, USA.

Each of the regional offices has their own sales and service teams.

The regional HQ locations also include sales and services leaders and executive management.

Global HQ houses company executives for various departments, including sales and service.

Office hours are from 8:00 am to 6:00 pm, every day of the week except holidays, which have no work hours. This applies to all offices, using their local time zone.

Third-party contractors handle work outside of normal work hours at a higher rate.

Overview. Field Service staff

Contoso's service technicians around the world will be a combination of internal employees and third-party contractors.

- Pay type is Straight for regular work hours, and Overtime for work on holidays and after hours.

- All technicians have the capacity of handling just one job at a time, while supervisors can handle 2 jobs at a time.

Contoso's internal field service employees:

- Begin and end their workday at their home of record.

- Have a default office location / regional office.

- Are assigned to multiple territories.

All third-party contractors:

- Begin and end their workdays at their office location.

- Have a default office location / regional office.

- Are assigned to only one territory.

Dispatchers:

- Work at the Main office for their region.

- Assigned to all territories in the region.

- Have privileges to customize their Schedule Boards.

All field service technicians will utilize the Field Service mobile app.

- Contoso employees will have full field service licenses, while third-party contractors will not.
 - Field Service technicians will not have access to Leads, Opportunities or other sales-specific data.
 - Dispatchers can see all data for their region, though they will mostly be scheduling for only one territory.
- Contoso has several classes to distinguish the capability and training level of its field technicians. All work order bookings need to respect these classes and book resources accordingly.

Existing environment. Org structure setup

Contoso currently uses Dynamics 365 Customer Engagement for leads, opportunities, quotes and orders. There are currently 200 sales users in North America, 500 in Europe and 400 in the Asia-Pacific region.

The Contoso physical environment is structured in the following manner, with the roles noted.

Location	Location Details	Roles
Redmond, WA	<ul style="list-style-type: none"> • Global HQ • North America HQ 	<ul style="list-style-type: none"> • Executive Management • Sales Executives
Chicago, IL	North America Midwest Regional Office	<ul style="list-style-type: none"> • Sales Reps • Sales Managers • Regional Sales Manager
Los Angeles, CA	North America West Coast Regional Office	<ul style="list-style-type: none"> • Sales Reps • Sales Managers • Regional Sales Manager
New York, NY	North America East Coast Regional Office	<ul style="list-style-type: none"> • Sales Reps • Sales Managers • Regional Sales Manager
Montreal, QC	North America Canada Regional Office	<ul style="list-style-type: none"> • Sales Reps • Sales Managers • Regional Sales Manager
City of Manila, Philippines	<ul style="list-style-type: none"> • APAC HQ • Philippines Regional Office 	<ul style="list-style-type: none"> • Sales Reps • Sales Managers • Sales Director • Regional Sales Manager • Executive Management
Kolkata, India	<ul style="list-style-type: none"> • APAC India Regional Office 	<ul style="list-style-type: none"> • Sales Reps • Sales Managers • Regional Sales Manager

Existing environment. Data management structure

Contoso's sales teams currently can only see data within their region. HQ locations for each region have visibility to data for all locations in their regions only. All of the data rolls-up to Contoso Global HQ for executive management reporting. Sales Reps who work with global accounts struggle to obtain the data they need to support their clients.

The current data access structure appears as follows:



Existing environment. Field Service structure

Contoso's field service technicians respond to all installation work orders with two human resources:

- One licensed technician (Level 3), and...
- One apprentice technician. Apprentices can be either Level 1 (new trainee) or Level 2 (halfway through training).

In many cases installation work also requires the use of specialty tools, depending on what is being installed. The current system does not have any way to track the level of skill for each resource, nor the uses for the specialty tools. This is handled as "tribal knowledge." Preventative maintenance work orders can be handled by one resource if they are a Level 2. If the resource is a Level 1, they must be accompanied by a Level 3 resource, and vice versa.

All field service technicians are required to complete OSHA training annually. In their first year of apprenticeship they must complete the full 40-hour course. In the next 2 years they must complete the 8-hour refresher course. This cycle repeats every 3 years for the

duration of their employment.

In the current system, when a technician has finished with a work order, they turn in the paper copy with their notes to the dispatcher. The dispatcher then gives that information to a back-office employee, who will check the work order to ensure accuracy before creating an invoice. Contoso wishes to automate this exact process in the new system.

Existing environment. Customer base

About half of Contoso's customer base includes Not For Profit service organizations. The implications for billing are complex, so it's important that Tax Exempt Status be noted for all Accounts and flow through to all Work Orders. NFP Customers who are associated with government entities will pay for travel time; other customers will not. This information should flow from the Billing Account to all associated Service Accounts.

Most Contoso customers sign agreements for Preventative Maintenance. Contoso uses templates and incidents to ensure services standards are the same across all regions.

Preventative Maintenance agreements include monthly inspection and quarterly cleaning and inspection, with billing occurring quarterly.

Requirements. Remaining consistent

Contoso plans to keep the current data structure and extend it to the new Field Service functionality.

Field Service users will fall under the same organizational structure currently implemented for the sales staff.

- Field service technicians will only be able to see their assigned work orders and bookings.

- Dispatchers will be able to see all work orders and bookings for the region.

Requirements. Planned changes

Contoso plans to implement Dynamics 365 Field Service with mobile access. They will be using incidents, work orders, bookings and invoicing. The following requirements were gathered during analysis:

1. Work Orders and Scheduling.

- o Automated and suggestion-based scheduling.

- o Scheduling based on required technician skills and number of technicians needed.

- o Schedule resources based on location, minimizing travel time when possible.

- o Technicians must be onsite within 3 hours of an emergency Work Order being assigned to them.

- o The travel time should automatically update upon changing a booking.

2. Agreements

- o Setup and create work orders, bookings and invoices for preventative maintenance with work orders automatically created 14 days before PM is due.

- o Escalation of Work Orders based upon agreed customer commitment

- o Ability to designate clients as Preferred, with special pricing.

3. Products and Services

- o Warehousing and inventory management processes will be implemented, including tracking products moved onto trucks for installation at customer sites.

- o Implement a parts return process that includes having a technician uninstall the part to be returned.

- o Multiple price lists will be used, divided into Gold, Silver and Bronze levels, based on the spending level of each customer.

- o Internal teams need the capability to associate a 3D image to a Customer Asset record.

- o Products added to a work order should be set to Allocated.

4. Resources

- o Implement Company Holidays for North American regions,

- o Implement Paid Time Off for all regions,

- o Specialty equipment will be scheduled on work orders as needed,

- o Training and skill levels will be noted as appropriate for resources.

5. System

- o Geocoding will be activated throughout the system.

Requirements. Technical requirements

Contoso identified the following technical requirements:

1. Invoicing

- o Auto creation of invoices upon work completion.

- o The system must track the price of resources based on holidays and after-hours scenarios at a rate of one and a half times the normal billing rate.

- o Travel time is billable for all field service technicians, pay type Travel, which should be noted on all Service Accounts.

2. Resources

- o Contractor technicians require access to work order and customer details once assigned to a booking.

- o Dispatchers need a schedule board for their region(s).

3. Products and Services

- o All parts that are removed from a customer's equipment must be returned to the Main warehouse.

- o Products to be marked as Assets will be configured accordingly.

- o All products that will become Assets require installation by a technician.

- o All products are received into the Main warehouse.

4. Work Orders

- o The ability to have templates for work orders: The templates will provide guidance for technicians along with recommended products and default services.
- o Once a work order is posted it should no longer show on views.
- o Contoso will use the 'out of the box' work order statuses to begin, though they may be changed in later phases of the project

5. Scheduling

- o Once a work order is scheduled, do not change the time.
- o Work Orders scheduled to technician(s) who do not have the desired skill set and level should show a warning.

6. Security and access

- o Safeguards must be in place for the data on the Field Service Mobile App if a technician loses his mobile phone or tablet device.
- o The Field Service Administrator needs the ability to update the defaults for the schedule assistant.

7. Accounts

- o Any Service Accounts that do not have a Billing Account noted should show a warning.
 - o Any Billing Accounts that do not have a Price List noted should show a warning.
- Contoso. Ltd. has asked that you create several Work Order Types to meet their Requirements and Planned Changes. Of the many work order types requested, which three should you create? Each correct answer presents a complete solution. NOTE: Each correct selection is worth one point.

- A. Preventative Maintenance
- B. Installation
- C. Agreement
- D. Inspection
- E. Returns

正解: A、B、D

質問 # 122

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

正解: B、D、E

解説:

Section: Manage field service mobility

Explanation/Reference:

質問 # 123

You install the Woodford solution and begin setting up the mobile application. You need to import the Field Service project.

Which three components must you define? Each correct answer presents part of the solution.

- A. project name
- B. priority
- C. security roles
- D. password policies
- E. resources

正解: A、B、C

解説:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/install-the-mobile-app#step-2-import-the-field->

質問 # 124

.....

Microsoft MB-240試験を目前に控えて、不安なのですか。我々社のMicrosoft MB-240問題集のソフト版を購入するに値するかまだ疑問がありますか。こうしたら、我々GoShikenのMB-240問題集デモを無料でダウンロードして行動してみよう。我々提供するMB-240試験資料はあなたの需要を満足できると知られています。我々にとって、Microsoft MB-240試験に参加する圧力を減らして備考効率を高めるのは大変名誉の事です。

MB-240問題集無料: <https://www.goshiken.com/Microsoft/MB-240-mondaishu.html>

この資料はMicrosoftのMB-240試験のために特別に研究されたもので、受験生からの良い評価をたくさんもらいました、良いMB-240練習テスト資料のための責任感を持つスタッフ、GoShikenはMicrosoftのMB-240試験を長い時間で研究しますので、この試験を深く理解しています、あなたは実際の試験に表示される可能性が高い模擬問題を見つけることができますので、これらのMB-240試験の質問に少し注意を払うことで、資格試験に成功すると保証します、ここにMB-240テストの準備にはいくつかの可能性がありますが、良いツールを使用することが最も効果的な方法です、お客様の観点から、当社のMB-240テスト問題では、すべての候補者の要求が最優先事項となっています。

テクニシャン万里のオトナのキスに変わっていく、シチュエーションが気に入らなただけで耳元でいつるがくすりと笑った、この資料はMicrosoftのMB-240試験のために特別に研究されたもので、受験生からの良い評価をたくさんもらいました。

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