

# Efficient MB-240 - Microsoft Dynamics 365 Field Service Functional Consultant Regualer Update



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Microsoft MB-240 (Microsoft Dynamics 365 Field Service Functional Consultant) exam is a certification exam designed for professionals who are interested in becoming functional consultants for the Microsoft Dynamics 365 Field Service platform. Microsoft Dynamics 365 Field Service Functional Consultant certification exam tests the candidate's knowledge and skills in various areas, including customer service, resource scheduling, mobility, and the overall functionality of the Dynamics 365 Field Service solution.

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**This Microsoft test will measure your specific skills and knowledge. This expertise is an integral part of the exam topics. It is recommended that the students review the objectives and develop competence in each knowledge area before attempting this certification test. The following are the details of the domains covered in Microsoft MB-240:**

### Field Service Application Configuration: 15-20%

- Integrating Tools with Field Service: This section will measure the ability of the students to utilize Power Automate flows in automating tasks and enhancing Dynamics 365 Field Services. It will also evaluate their ability to explain the use cases for the collection of customer feedback with Dynamics 365 Customer Voice.

- **Configuring Product & Service Pricing:** This area requires one's competence in defining tax codes, associating services and products with price lists, and configuring minimum durations and charge amounts.
- **Configuring Bookable Resources:** The candidates will be required to demonstrate competence in managing bookable resources, configuring geo-coding, enabling mapping functionality, and configuring pay rates and types. This subdomain will also evaluate their skills in managing time-off requests, installing crews and resource pools, determining address types to use, and explaining use cases for crews, resource groups, and resource pools.
- **Configuring Settings:** Within this subtopic, the candidates should be able to demonstrate their skills in explaining and configuring the required security functions and resources. The topic will also measure the examinees' expertise in explaining the required entities and customizing entities to fulfill the prerequisites. In addition, the test takers will need to show their skills in configuring proficiency models, skills and characteristics, and technician time tracking. Their expertise in configuring and determining the required skill types and enabling the schedule board geo-coding will be measured.

## Microsoft Dynamics 365 Field Service Functional Consultant Sample Questions (Q34-Q39):

### NEW QUESTION # 34

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

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

You are a Dynamics 365 for Field Service system administrator.

You are configuring a new instance of Dynamics 365 for Field Service. The organization needs to automatically generate work orders based on agreements, and send invoices on a recurring basis by customer.

Solution: You implement the following configuration changes.

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

Does this meet the goal?

- **A. No**
- B. Yes

**Answer: A**

Explanation:

Section: Configure field service applications

### NEW QUESTION # 35

A new dispatcher is using the schedule assistant to help select the best option for the booking and to assign the requirement.

You need to advise how they can use the scheduling assistant to schedule an unscheduled requirement for a work order.

Which three actions should you recommend? To answer, move the three appropriate actions from the list of actions to the answer area. Arrange the three actions in the correct order.

**Answer:**

Explanation:

Explanation:

### NEW QUESTION # 36

You are implementing Dynamics 365 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 to the customer?

- A. Update the Load Default Filters on the Schedule Assistant.
- B. Update the Starting Location to Organization Unit within Schedule Board Settings.
- **C. Select the Real-Time Mode option in the Schedule Assistant filter window.**
- D. Update the filter on the Scheduler resource tool tips view.

**Answer: C**

#### NEW QUESTION # 37

Drag and Drop Question

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.

□

**Answer:**

Explanation:

□

#### NEW QUESTION # 38

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

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

You are a Dynamics 365 for Field Service system administrator.

You are configuring a new instance of Dynamics 365 for Field Service. The organization needs to accurately capture the cost of work order bookings.

Solution: You implement the following configuration changes:

- 1) Create Resource Pay Types for regular, holiday, overtime, travel, and breaks.
- 2) Assign an Hourly Markup percentage to each Resource Pay Type.
- 3) Assign Resource Pay Types to the applicable Pay Type.
- 4) Create Business Closures.
- 5) Create Bookable Resources with Hourly Rates.

Does this meet the goal?

- **A. No**
- B. Yes

**Answer: A**

Explanation:

Set resource work hours is missing.

#### NEW QUESTION # 39

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