

MB-240最新題庫 & MB-240考題寶典



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總體來說，KaoGuTi的模擬試題還是比較實用的，知識點也比較明確，據廣大考生反應，真正的MB-240考題都是我們考題網裡面的原題，而且題目的答案也比較隱晦一些，不懂不明白那個知識。或沒有認真看題目，是不可能選到正確答案的，如果你通過我們的Microsoft MB-240考題模擬，就能在MB-240考試中輕鬆過關，讓自己更加接近成功之路。

Microsoft MB-240認證考試旨在測試有興趣成為Microsoft Dynamics 365現場服務功能顧問的人的知識和技能。此考試適用於配置、實施和使用Microsoft Dynamics 365現場服務解決方案的人。此考試旨在驗證執行功能顧問工作角色所需的技能，包括配置和管理現場服務應用程序，管理工作訂單和資源，以及管理客戶資產和合同。

Microsoft MB-240認證涵蓋了與現場服務管理相關的多個主題，包括工作訂單和協議管理、客戶管理、資源排程、庫存管理以及移動設備操作等。這項認證是IT專業人士專攻現場服務管理並獲得專業認可的有價值資格。此外，持有該認證的人被認為是具有能力配置和實施Dynamics 365應用程序，從而為客戶提供卓越的現場服務體驗的熟練專家。

>> MB-240最新題庫 <<

MB-240考題寶典，MB-240信息資訊

你想參加Microsoft的MB-240認證考試嗎？你身邊肯定有很多人參加過這個考試了吧？因為這是一個很重要的考試，如果取得這個考試的認證資格，你可以得到很多的好處。那麼，你想別人請教怎樣通過考試的方法了嗎？準備考試的方法有很多種，但是最高效的方法是用一個好的工具。那麼對你來說什麼才是好的工具呢？當然是KaoGuTi的MB-240考古題了。

微軟MB-240認證考試是尋求技能提升和在現場服務操作領域推進職業生涯的個人的必要認證。通過獲得這個認證，候選人向僱主和客戶展示他們具有有效管理Dynamics 365現場服務解決方案、自動化流程和確保客戶滿意度的專業知識。

最新的 Microsoft Dynamics 365 MB-240 免費考試真題 (Q105-Q110):

問題 #105

A functional consultant needs to enable Internet of Things (IoT) access.
Which two actions need to be taken? Each answer presents a complete solution.

- A. Assign access to IoT entities in the Field Service - Administrator role.
- B. Assign access to IoT entities in the Field Service - Technician role.
- C. Add technicians to the Connected Field Service - Technician role.
- D. Add dispatchers to the Connected Field Service - Technician role.
- E. Assign access to IoT entities in the Field Service - Dispatcher role.

答案: A,D

問題 #106

Case Study 1 - Litware, Inc

Overview. Company structure

Litware, Inc. is a multi-national home improvement retail company with stores around the world.

Litware, Inc. also offers various installation and repair services using a combination of employees and subcontractors.

Litware, Inc. has stores located throughout the United States and Canada. The company has three main types of stores:

1. DIY Stores are retail and contractor stores with supply items for DIY projects.
 - Offer electrical, lightning and other home improvement items.
 - Only offer delivery and installation services for major appliances.
2. Pro Stores offer design ideas for major home renovations.
 - Staffed with design experts for every major category, expert installation services, service technicians, and site coordinators.
3. Home Improvement Stores offer the convenience of purchasing items available in the DIY stores, but also include the expert design, installation and repair services offered in the Pro Stores.

Overview. Staff

Each type of store has a different combination of designers, service technicians and installers.

DIY Stores

- Installers
- Work 8am-6pm Monday to Friday.
- Saturdays and Sundays are generally off days.
- Delivery
- Pick up at the local warehouse for each store.
- Delivery personnel have a rotating work schedule. Monday to Friday every other week. Wednesday to Sunday every other week.

Pro Stores

- Designers
- Work various hours and days of the week.
- Assigned to a department based on skills and expertise.
- Installers
- Work 8am-6pm Monday to Friday.
- Assigned to a geographic region.
- Repair Technicians
- Normal work hours 8am-6pm Monday to Friday.
- Nights and weekends for emergencies only, based on availability.
- These are all subcontractors.

Home Improvement Stores

- Designers
- Assigned to a department based on skills and expertise.
- Delivery
- Pick up at the local warehouse for each store.
- Delivery personnel have a rotating work schedule. Monday to Friday every other week. Wednesday to Sunday every other week.
- Installers
- Work 8am-6pm Monday to Friday.
- Assigned to multiple stores in a geographic region.
- Repair Technicians
- Normal work hours 8am-6pm Monday to Friday.
- Nights and weekends for emergencies only, based on availability.
- These are all subcontractors.

- Dispatchers
 - Assigned to all territories in the region.
 - Assign repair and installation work to technicians based on skill.
- All internal delivery, repair and installation employees will utilize the Field Service mobile app.
Litware, Inc. employees will have full-service licenses, while subcontractors will not.

Overview. Regions

Dispatchers can see all work request data for their region, including resources.

The United States regions are:

Canadian regions are broken down by province where Litware, Inc. either has stores or provides services:

Existing Environment. Data management structure

Litware, Inc. store employees can see data within their region. This is to provide better support of customers and stores within the regions.

The current data access structure appears as follows:

Existing Environment. Field Service difficulties

Typical job assignment is as follows:

- Appliance Delivery & Hookup: 2 resources - subcontracted out
- Landscaping: minimum 2 resources. 1 expert
- Carpeting: 2-3 resources
- Tile Flooring: 2 resources
- Kitchen Cabinets: 3 resources
- Hardwood Flooring: 2 resources
- Repairs: 1-2 resources

A spreadsheet tracks the skills and certifications earned by each internal employee. They are:

The Skill Proficiency Model used at Litware, Inc. is as follows:

- 1- Novice
- 2 - Inexperienced
- 3 - Moderate Experience
- 4 - Experienced
- 5 - Expert/Certified

For each type of job, there must be at least one certified or highly experienced resource on the job. Their current system does not have a way to share technical documents and instructions with the technicians and have them review it while onsite.

All work is printed out and provided to the resources. Contractors are currently emailed the job details to which they need to confirm availability. Contractors sometimes decline work. In some of these cases, the Litware, Inc. dispatch team does not react quickly to this information and the customer's work or delivery is delayed.

Existing Environment. Customer base

Currently all customers and their data are held in Dynamics 365 Finance and Operations (D365 F&O).

- Most store employees do not have access to this data as it is currently being implemented for backend features, such as inventory and invoicing.
- Designers and those scheduling can pull up a customer and their pending orders and installations, but they cannot see the payment details and terms.

85% of Litware's customers are households.

15% are construction-based companies that either purchase or hire Litware, Inc. for specific jobs.

- Most of these companies receive a 5-10% discount on supplies and 10% discount on labor.
- Some are Non-Profit Organizations (NPOs) and they receive a flat 15% discount.

Requirements. Planned changes

Litware, Inc. plans to implement Dynamics 365 Field Service. The requirements gathered during analysis are:

Work Orders and Scheduling

- Scheduling based on resource skill, and number of required resources based on job type and duration.
- Preventative Maintenance emergency calls take priority over other types of jobs.
- Schedule resources based on location, maximizing total work hours and then minimizing drive time.
- All HVAC down jobs require a resource to be onsite at the customer location within 2 hours, per contract terms.
- Some high-end HVAC systems can tell the company when the system is experiencing issues.

Alert dispatchers when this occurs if this feature is enabled and purchased.

- Set contractually obligated times for HVAC down jobs.
- Set reminders or see critical details to act on for a job.
- Ability to quickly book a job.
- Easily see when a resource is on Paid Time Off on the schedule board.

Service Contracts

- Set up and create a Preventative Maintenance (PM) type of contracts.
- PM contracts are only for HVAC systems. Semi-annual maintenance jobs should be created 30- days before they are to be

scheduled.

- Preventative Maintenance
- Semi-annual inspections
- Discount on any required parts and additional labor.
- Include 24-hour emergency service calls at no-charge.

Extended Warranties

- Ability to setup and create an Extended Warranty type of contracts.
- Start when Manufacturer warranty ends.
- Can be purchased for 1, 2 or 3 years and include all parts and labor.

Products and Services

- Integration between D365 F&O and D365 Field Service.
- Implement a parts return process for any unused or defective part during an installation job.
- Multiple price lists will be used, based on region and customer type (retail, NPO, construction).

Resources

- Implement company holidays for US and Canada.
- Implement various pay types based on OT, Weekends/Holidays, Travel and Regular Time.
- Implement Paid Time Off.

Optimize resource schedules

- Access to jobs assigned for the day.
- Specialty equipment scheduled on work orders as needed.

System

- Geocoding will be activated throughout the system.
- Territories will be used for Accounts, Resources and Work Orders.
- Enable SharePoint integration.

Requirements. Technical requirements

Invoicing

- Send Work Order details to D365 F&O when a job is completed, and after internal reviews are performed.
- 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.
- Travel time is non-billable. Travel time should be captured as normal billing rate.
- A Delivery Fee of \$75 is charged for each order.
- Subcontractor travel time is non-billable but is paid to the subcontractor company by Litware, Inc.

Resources

- Contractor technicians require access to work order and customer details once assigned to a booking. They do not have a license.
- Dispatchers need a schedule board for their region(s).
- Resources have access to view their skills, skill level and certification data.
- Certifications set to expire over the next 120 days should show highlighted in Yellow.
- Certifications already expired will show in Red.
- Resources will be notified when they enter or leave a job, or are assigned a job for the day.
- Resource booking automatically updated when they enter job site.
- High priority jobs will send an alert to the resources' phone and send them a text message.
- Resources assigned to a job where their skill level = 1 will be assigned to an experienced resource for 3 months.
- Resources on the job can use their smartphone to call and obtain assistance.
- Resources can access documents either online or offline.

Products and Services

- All parts removed from a customer's equipment must be returned to the Main warehouse.
- All parts not used or deemed defective during an installation must be returned to the originating warehouse.
- All appliances and parts will become part of the customer record.
- All products are received into the Main warehouse and then distributed to van stock for delivery or installation.
- All assets that have an expired manufacturer warranty should show a notification.

Work Orders

- The ability to have templates for work orders. Templates will provide guidance for technicians, and recommend products and default services.
- Work Orders created from a PM contract need to have a status = Service Contract.
- Work Orders created from an Extended Warranty contract need to have a status = Extended Warranty
- All HVAC down work orders must be set to high priority.
- All emergency, and contractual Work Orders must be created, reviewed and dispatched within 1 hour. A technician must be onsite within 2 hours.
- All Work Orders created from a PM are non-billable.
- All Extended Warranty jobs must include a flat service fee of \$75.

Scheduling

- High Priority work orders for HVAC down cannot be moved once scheduled.
 - Work Orders scheduled to technician(s) who do not have the desired skill set and level should show a warning.
 - If scheduled, it will send an approval record to the manager to approve the assignment.
- Approved are booked. Rejected are canceled and the dispatcher notified.
- Dispatchers will assign multi-day work orders, such as kitchen cabinets, bathrooms, landscaping, to the same group of resources for the duration of the work.
 - All work orders for an existing asset, where the asset does not have an active manufacturer's warranty, or a valid extended warranty should show an alert upon scheduling.
 - Resources should be optimized for high priority items, maximize their work hours and then minimize travel time.
- Security and access
- Safeguards must be in place for the data on the Field Service Mobile app if a technician loses his mobile device.
 - Technicians in the field should only see work orders scheduled for today.
 - Field Service administrators need the ability to update the defaults for the schedule assistant.

Accounts

- NPO customers should be assigned the NPO pricing.
 - NPO customers are tax exempt. They are the only customers that do not get charged tax on products or services.
 - Construction-Based customers should be assigned the Construction-based pricing.
- A new service technician was recently hired on at Litware, Inc. and is assigned to the HVAC team. The service technician is still learning about the job and the units the company sells and services.

The service technician has been 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 should be done next. The service technician makes a phone call to the internal help team, but they aren't sure how to provide guidance as they cannot see what exactly the service technician is looking at and the service technician cannot describe it.

What should the company implement to handle this sort of issue?

- A. Microsoft Dynamics 365 Guides
- B. Microsoft Teams
- C. Resource Scheduling Optimization
- D. Microsoft Dynamics 365 Remote Assist

答案： D

問題 #107

Your company implemented the Microsoft Dynamics 365 Field Service mobile app.

A dispatcher supervisor asks you to ensure that the booking statuses will match the business processes currently used by the field technicians. You will use out-of-the-box booking statuses to fulfill this need.

In which order should field technicians update their booking statuses? To answer, move all booking status fields from the list of booking status fields to the answer area, and arrange them in the correct order.

答案：

解題說明：

□ Explanation:

問題 #108

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.

答案：

解題說明：

□ Explanation:

□

問題 #109

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.

□

答案：

解題說明：

□ Explanation:

□

問題 #110

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