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Microsoft MB-240 Certification Exam is a valuable credential for individuals looking to enhance their careers in Dynamics 365 Field Service. By demonstrating your expertise in managing the implementation of Field Service applications, you can position yourself for new opportunities and advancement in your career. With the constantly evolving nature of technology, staying up-to-date with the latest certifications and industry best practices is essential for success in the competitive job market.

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The Microsoft Dynamics 365 Field Service Functional Consultant certification exam consists of 40-60 multiple-choice questions and has a time limit of 150 minutes. MB-240 Exam is available in English, Japanese, and Chinese, and can be taken online or at a testing center. Candidates must achieve a passing score of 700 or above to receive the certification.

## Microsoft Dynamics 365 Field Service Functional Consultant Sample

### Questions (Q140-Q145):

## NEW QUESTION # 140

You have the following requirements from the scheduling team:

- \* Scheduling assistant results should display in neat 30-minute time slots that dictate the start time of subsequent bookings.
- \* Functionality should display for all 30 resources within the company. "Time slots should align to the top of the hour and half past the hour.

to meet these requirements, you need to implement Intervals within Universal Resource Scheduling.

Which three 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	Create a fulfillment preference with an <b>Interval</b> of 30 minutes, <b>Intervals Begin</b> time left blank, and <b>Results per Interval</b> set to 1.	Order
	Associate the fulfillment preference to a work order.	1
	Create a resource group and associate the fulfillment preference.	2
	Create a fulfillment preference with an <b>Interval</b> of 30 minutes, <b>Intervals Begin</b> time of 12:00 AM, and <b>Results per Interval</b> set to 30.	3
	Associate the fulfillment preference to a resource requirement.	4
	Look the work order requirement with the Schedule Assistant.	5

### Answer:

### Explanation:

Actions	Order
Create a fulfillment preference with an <b>Interval</b> of 30 minutes, <b>Intervals Begin</b> time of 12:00 AM, and <b>Results per Interval</b> set to 1.	1
Associate the fulfillment preference to a work order.	2
Create a resource group and associate the fulfillment preference.	3
Create a fulfillment preference with an <b>Interval</b> of 30 minutes, <b>Intervals Begin</b> time of 12:00 AM, and <b>Results per Interval</b> set to 30.	4
Associate the fulfillment preference to a resource requirement.	5
Book the work order requirement with the Schedule Assistant.	6

### Explanation:

Actions	Order
Create a fulfillment preference with an <b>Interval</b> of 30 minutes, <b>Intervals Begin</b> time left blank, and <b>Results per Interval</b> set to 1.	1 Create a fulfillment preference with an <b>Interval</b> of 30 minutes, <b>Intervals Begin</b> time of 12:00 AM, and <b>Results per Interval</b> set to 30.
Associate the fulfillment preference to a work order.	2 Associate the fulfillment preference to a resource requirement.
Create a resource group and associate the fulfillment preference.	3 Book the work order requirement with the Schedule Assistant.

## NEW QUESTION # 141

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 servicehistory at the service accountlevel.
- B. Configure the customer inventory records in a hierarchy, and maintain service history at the subcomponent level.
- C. Configure the customer inventory records individually, in order to maintain the service history at the parentcomponent level.
- D. Configure the customer asset records hierarchically, and maintain service history at the sub-componentlevel.

**Answer: D**

**NEW QUESTION # 142**

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.

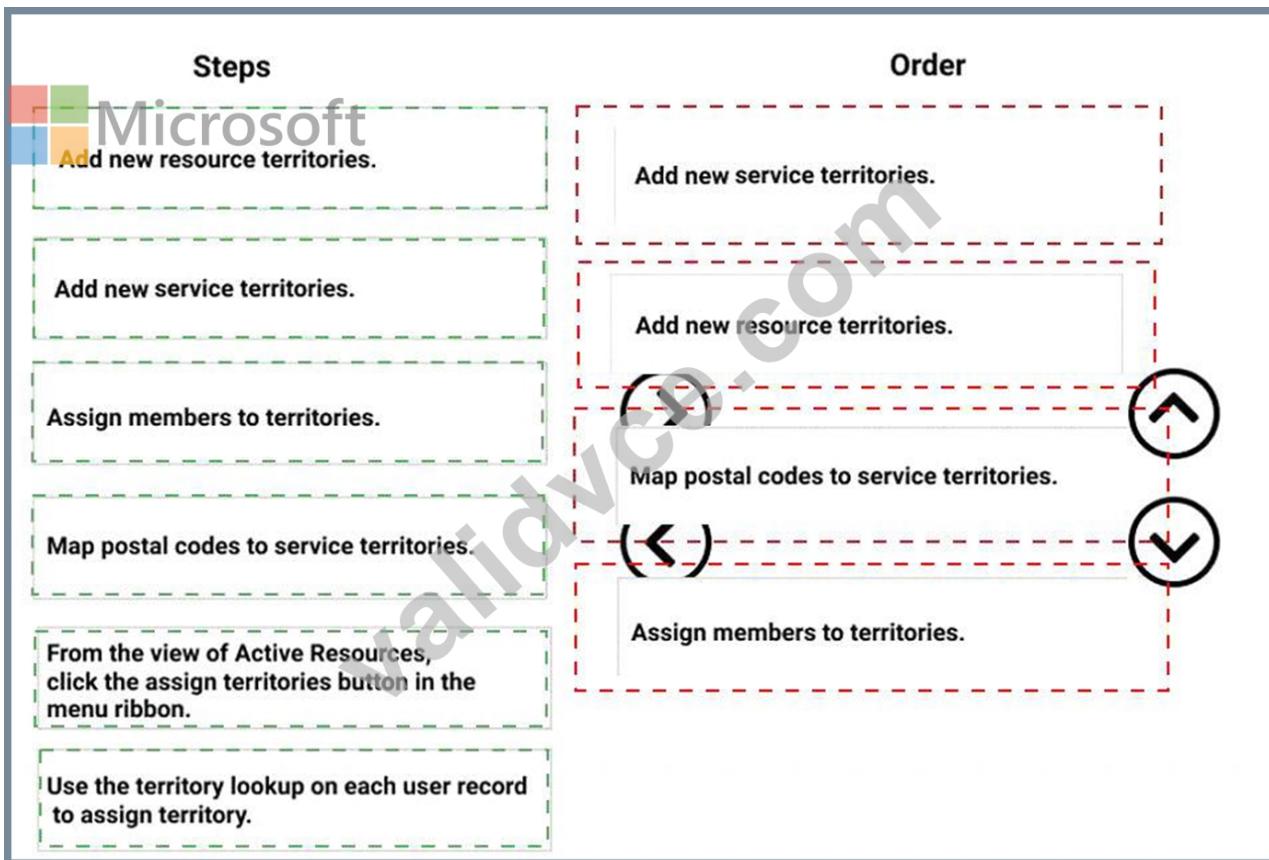
You are tasked with ensuring that Dynamics 365 will automatically assign work orders to territories so that the dispatcher can search for the correct resources.

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.

Steps	Microsoft	Order
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.		

**Answer:**

Explanation:



Explanation



#### NEW QUESTION # 143

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.

Answer Area	
Entity	Requirement
Location Agnostic	Contractors in TerritoryA start the day at their home location. <input type="text"/>
Business Unit Address	Contractors in TerritoryB do not have a starting location. <input type="text"/>
Resource Address	Contractors in TerritoryA end the day at TerritoryA office. <input type="text"/>

Answer:

Explanation:

Answer Area	
Entity	Requirement
Location Agnostic	Contractors in TerritoryA start the day at their home location. <input type="text"/>
Business Unit Address	Contractors in TerritoryB do not have a starting location. <input type="text"/>
Resource Address	Contractors in TerritoryA end the day at TerritoryA office. <input type="text"/>

Explanation

Entity	Requirement
Location Agnostic	Contractors in TerritoryA start the day at their home location.  <input type="text"/>
Business Unit Address	Contractors in TerritoryB do not have a starting location. <input type="text"/>
Resource Address	Contractors in TerritoryA end the day at TerritoryA office. <input type="text"/>

#### NEW QUESTION # 144

You need to set up a new mobile warehouse for a technician and add Inventory to the warehouse.

Which three entities, when updated will also update the warehouse Inventory? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Work Order Services
- B. Work Order Products
- C. Agreements
- D. Purchase Order Receipt Product
- E. Adjustments

**Answer: B,D,E**

#### NEW QUESTION # 145

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