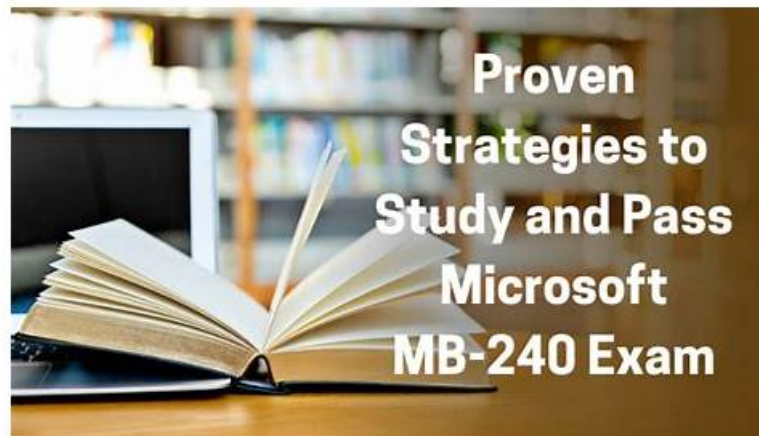# Pass Guaranteed Quiz 2026 Microsoft MB-240–High Pass-Rate Study Guides

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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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The benefit of obtaining the MB-240: Microsoft Dynamics 365 for Field Service Exam Certification

- This certification credential will give you edge over other counterparts. Apart from knowledge from MB-240: Microsoft Dynamics 365 for Field Service Exam.
- This certification will be judging your skills and knowledge on your understanding Microsoft Dynamics 365 concepts & Understanding of how to operate on Microsoft Dynamics 365.
- It help you to make your career into IT professionals and file systems, file and print sharing, local storage to get respectful plus excellent jobs into Market.

Microsoft Dynamics 365 Field Service Functional Consultant Sample Questions (Q32-Q37):

NEW QUESTION # 32

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

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.

Order

Answer:

Explanation:

Answer Area

Add new service territories.

Add new resource territories.

Map postal code to service territories.

Assign members to territories.

1 - Add new service territories.
2 - Add new resource territories.
3 - Map postal code to service territories.
4 - Assign members to territories.

NEW QUESTION # 33
Your client wants to build some workflows to automate certain approvals.

You need to enable Microsoft Power Automate flows in the Microsoft Dynamics 365 Field Service settings.
Which four 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

Actions
Turn on **Track My Technician**.
Turn on Remote Assist audit logging.
Open Field Service Settings.
Set **Use Enhanced Background Processing** to Yes.
Deactivate the workflows.
Turn on the flows for Field Service Mobile.

Answer:

Explanation:

Answer Area

Open Field Service Settings.
Set Use Enhanced Backgroud Processing to Yes.
Deactivate the workflows.
Turn on the flows for Field Service Mobile.

1 - Open Field Service Settings.
2 - Set Use Enhanced Backgroud Processing to Yes.
3 - Deactivate the workflows.
4 - Turn on the flows for Field Service Mobile.

NEW QUESTION # 34

You are a Dynamics 365 for Field Service Dispatcher.
You need to use the schedule board to find resources for a work order. The work order can be completed by any resource who has the correct piece of equipment and who is available at 9:00 A.M during a selected week.
Which four steps must you take, in sequence, to successfully implement this capability within the schedule board? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Actions

| Book the work order. |

| Create a new requirement group. |

| Create a requirement group template. |

| Add the incident type to a work order. |

| Associate an incident type to the requirement group template. |

| Book the requirement with the scheduling assistant. |

Answer Area

Answer:

Explanation:

Actions

- Book the work order.
- Create a new requirement group.
- Create a requirement group template.
- Add the incident type to a work order.
- Associate an incident type to the requirement group template.
- Book the requirement with the scheduling assistant.

Answer Area

- Create a requirement group template.
- Associate an incident type to the requirement group template.
- Add the incident type to a work order.
- Book the work order.

Explanation:

Answer Area

- Create a requirement group template.
- Associate an incident type to the requirement group template.
- Add the incident type to a work order.
- Book the work order.

NEW QUESTION # 35

You are a Dynamics 365 for Field Service Mobile (FSM) customizer.

Technicians report that they are not seeing their Bookings in the FSM app.

You need to investigate why they cannot see their bookings.

What are three actions you must take to perform your investigation? Each correct answer presents a complete solution.

- A. Check sync filter on Bookable Resource Booking View.

- B. Check if sync filter on Bookable Resource entity is too restrictive for offline mode.
- C. Check if sync filter on Bookable Resource Booking entity is too restrictive for offline mode.
- D. Check Drip Scheduling setting on the Bookable Resource.
- E. Check that FSM app is synching to server.

Answer: B,C,D

Explanation:

https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/mobile-faq- bookings-not-showing

NEW QUESTION # 36
DRAG DROP
You work for a digital billboard manufacturing company. When manufacturing is completed, the new digital billboards are shipped to a client site for installation. As the dispatcher for your company, you need to identify and schedule the different resources that are required to complete the installation of the digital billboard.
The installation of a billboard is a complicated process and requires a large team of resources all with different skills. These installations occur frequently, so you want to dispatch the resources for installations as efficiently as possible.
You need to configure multi-resource scheduling.
Which three steps should you perform, in sequence, to enable the multi-resource scheduling? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.
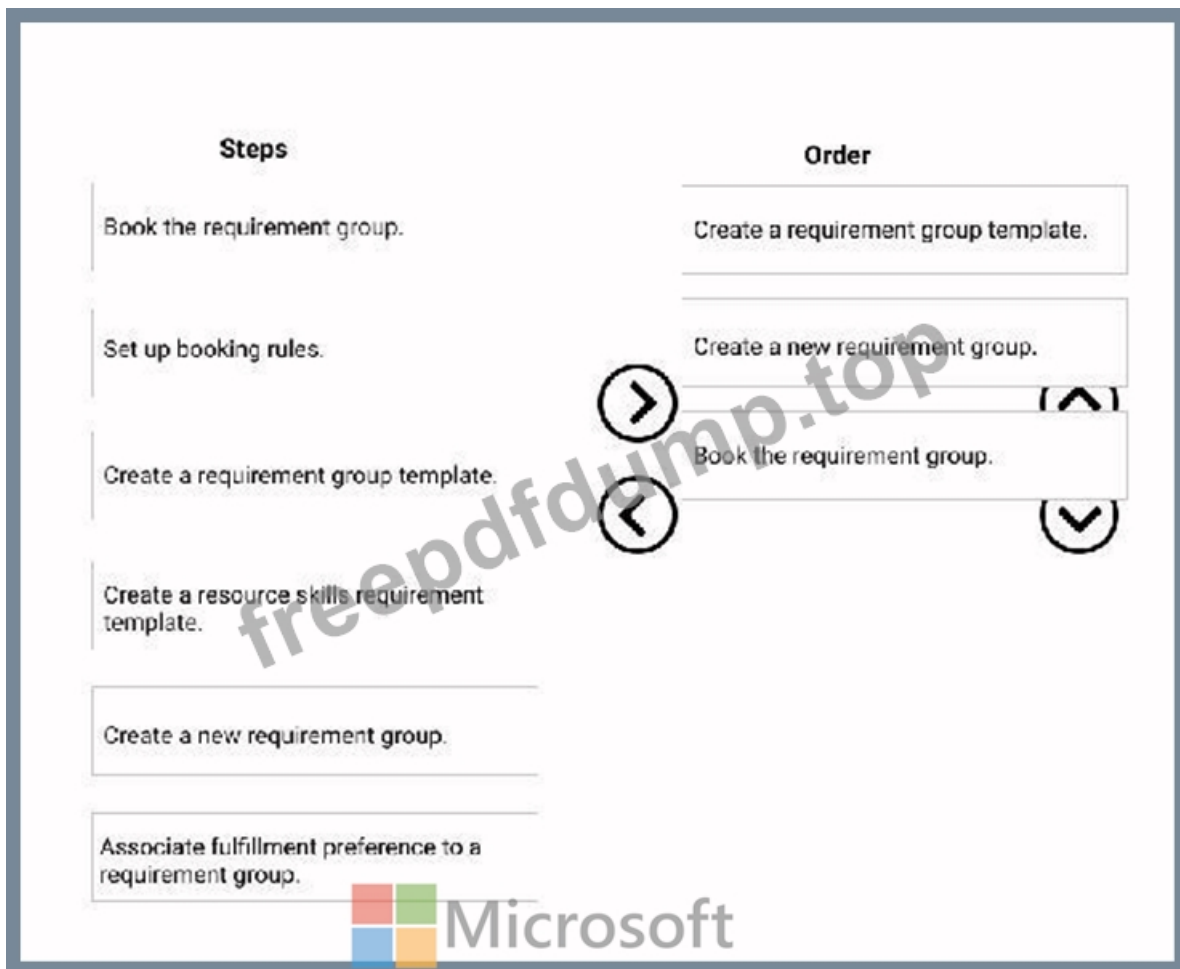Select and Place:

Answer:

Explanation:

Steps
- Book the requirement group.
- Set up booking rules.
- Create a requirement group template.
- Create a resource skills requirement template.
- Create a new requirement group.
- Associate fulfillment preference to a requirement group.

Order
- Create a requirement group template.
- Create a new requirement group.
- Book the requirement group.

Section: Schedule and dispatch work orders
Explanation:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/multi-resource-scheduling-requirement-groups

NEW QUESTION # 37
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