

# Microsoft MB-240 Reliable Test Objectives & Reliable MB-240 Exam Book



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## Field Service Mobility Management: 10-15%

- Installing Mobile Apps: This requires skills in installing and signing into Field Service Mobile applications, working offline, and identifying supported platforms and pre-requisites, among others.
- Configuring Mobile Apps: The individuals should have competence in configuring steps for the Field Service mobile applications, offline data & sync filters, Work Order, and booking forms.

>> Microsoft MB-240 Reliable Test Objectives <<

## Reliable Microsoft MB-240 Exam Book, MB-240 Valid Exam Testking

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## The Microsoft Dynamics 365 Field Service Exam MB-240 Overview

The Microsoft MB-240 exam checks your proficiency in the Field Service. So, if you want to become a Microsoft Certified: Dynamics 365 Field Service Functional Consultant Associate professional and receive a relevant certificate, you need to get through the following exams: PL-200 and MB-240. Exam MB-240 checks how candidates are proficient in working with the Field Service application along with the core customer service app.

The Microsoft MB-240 exam is taken in accordance with the schedule through the Pearson VUE system by creating an MS account. After that, upon the appointed day, you will have 130 minutes to answer about 40-60 objective (MCQ) and multiple-response questions. If you want to get certified, you must bag at least 700 points out of 1000. Moreover, the exam cost depends on the applicant's location. So, the fee for the candidate from the USA is \$165. It should be pointed out that academic pricing is applied in most countries apart from China and India.

If you were unable to successfully write the Microsoft test on your first attempt, you have a second chance after 24 hours. Then you can only try again after 14 days' period. However, take into account that each candidate has only 5 tries to retake the same exam during the year. But in any urgent situation, you can always contact Microsoft support for help.

## Microsoft Dynamics 365 Field Service Functional Consultant Sample Questions (Q73-Q78):

### NEW QUESTION # 73

Your organization uses Dynamics 365 Field Service.

The organization wants you to set up the steps for technicians to follow when completing specific types of work orders in the field. What should you do?

- A. Create a business process flow, based on work order type.
- B. Create service activities for work orders, based on work order type.
- C. Create service tasks and associate them with incident types.
- D. Create a resolution and associate it with incident types.

**Answer: C**

Explanation:

To set up work order steps in Dynamics 365 Field Service, you define Service Task Types for specific process steps and assign them to Incident Types and then Work Orders. Technicians use these steps within the mobile app to complete the job, and you can configure Work Order Types to categorize common work orders.

Note:

#### 1. Set Up Service Task Types

Go to the Settings area in Field Service.

In the Work orders section, select Service Task Types.

Select New to create a new service task type.

Provide a Name (e.g., "Install Component," "Check Pressure"), an Estimated Duration, and a Description for the task.

If the task involves an inspection, set Has Inspection to Yes.

Select Save.

#### 2. Configure Incident Types

Incident types act as templates, bundling related products, services, and service tasks for common types of work.

Navigate to the Field Service Settings or a similar configuration area to manage incident types.

Associate Service Task Types with the relevant incident type.

Add any necessary Work Order Products or Services to the incident type.

#### 3. Create a Work Order Type

Go to the Settings area and select Work Order Types.

Select New to create a new one or open an existing work order type.

Choose an Incident Type to associate with this work order type; this will automatically add the related service tasks and products.

Select a Price List and any other relevant settings.

Select Save & Close.

#### 4. Create a Work Order

In the Service area, select Work Orders.

Select New to create a work order.

Choose the appropriate Work Order Type from the list.

The associated incident type will automatically add service tasks.

Provide any other necessary information for the work order, such as the service account, priority, and system status (e.g., Unscheduled).

Select Save or Save and close.

#### 5. Field Technician Execution

The technician will receive the work order on their mobile device.

They can view the automatically populated service tasks for the incident.

As they complete each task, they can mark it as done and add notes, photos, or other details directly in the mobile application.

Reference:

<https://learn.microsoft.com/en-us/dynamics365/field-service/set-up-service-task-types>

### NEW QUESTION # 74

You are working on the Dynamics 365 Field Service self-scheduling portal. You are explaining the states of a booking or appointment that are visible in the portal to your customer.

The customer asks which portal states will yield a message that includes a link to an online web experience hosted on Microsoft Power Portals.

Which three messages will include this link? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- **A. Booking Reminder**
- B. Booking Committed
- **C. Booking Canceled**
- **D. Booking Complete**
- E. Technician Traveling

**Answer: A,C,D**

#### NEW QUESTION # 75

Litware, Inc. designers sometimes have to schedule an experienced technician and trainee to go out to a customer's home to take measurements.

One of their customers, wants a kitchen and bathroom remodel completed during the same timeframe. The customer has asked for Litware, Inc. to have both measurements completed at the same time.

Currently, Litware, Inc. does not any technicians with both kitchen remodeling and bath remodel skills. Litware, Inc. wants to use the new Quick Book functionality to schedule multiple resources to this work order.

Which five 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.

**Answer:**

Explanation:

- 1 - Create a new requirement group template and requirement group, indicating...
- 2 - Add the requirement group to the Multiple Room Remodel incident type.
- 3 - Create a work order with the Multiple Room Remodel incident type.
- 4 - Select a time slot, and then select Book to book the resource.
- 5 - Filter the Quick Book pop-up window to the desired date window.

#### NEW QUESTION # 76

You have created a new entity to tie to the Asset to capture key data. You launch the Microsoft Dynamics 365 Field Service mobile app in offline mode.

You need to ensure that you can see the entity.

What should you do?

- A. Sign in to Power Apps, and ensure the entity is enabled for Microsoft Outlook mobile offline.
- **B. Sign in to Power Apps, and ensure the entity is enabled for mobile offline.**
- C. Sign in to the System Business Settings to ensure the entity is enabled for mobile offline.
- D. Enable the entity for mobile.

**Answer: B**

#### NEW QUESTION # 77

You have the Universal Resource Scheduling (URS) security role.

Your organization creates a custom entity. The records for the entity need to be scheduled to resources.

You need to enable the new entity to be scheduled. You select the entity that needs to be enabled and need to continue the set up process.

Which four actions should you perform next, in sequence, to achieve the goal? 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:

## NEW QUESTION # 78

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