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**MB-240**  
**Microsoft Dynamics 365**  
**Field Service**  
**Functional**  
**Consultant**

**Certification Questions**  
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Microsoft MB-240 (Microsoft Dynamics 365 Field Service Functional Consultant) Exam is a certification exam that is designed for professionals who want to demonstrate their skills and knowledge in the field of Dynamics 365 Field Service. MB-240 Exam is intended for individuals who have experience in implementing, configuring, and using Dynamics 365 Field Service.

**>> MB-240 Practice Exam <<**

## MB-240 Reliable Source, MB-240 Latest Study Notes

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The MB-240 Exam is a comprehensive test that covers a broad range of topics related to the field service functional consultant role. MB-240 exam is divided into several sections that evaluate the candidate's knowledge of various aspects of Dynamics 365 field service. MB-240 exam measures the candidate's ability to configure and manage the field service application, including components such as service scheduling, resource management, work order management, inventory management, and billing management. Candidates must also demonstrate their knowledge of how to implement field service functionalities in Dynamics 365.

## Microsoft Dynamics 365 Field Service Functional Consultant Sample Questions (Q159-Q164):

**NEW QUESTION # 159**

You need to set up the system to manage the work hours template for all the resources. Which two actions should you perform? Each correct answer presents a part of the solution. NOTE: Each correct selection is worth one point.

- A. Set the resources in the correct time zone.
- B. **Create a work hours template based on the region.**
- C. Go to the resource and select the Working hours tab.
- D. **Select the resource, set the calendar, and apply the working hours template.**
- E. Create new working hours, then select Repeat as "custom", with "Monday to Friday" and the hours set as "8:00 am to 5:00 pm"

**Answer: B,D**

### **NEW QUESTION # 160**

You are a Dynamics 365 for Field Service consultant.

One of your Dynamics 365 customers wants to decrease the number of repair appointments by sending fewer technicians onsite.

You need to provide a recommendation of which solution your customer should use to achieve their request.

What should you recommend?

- A. **Connected Field Service**
- B. Dynamics 365 for Field Service
- C. Crew Scheduling
- D. Azure IoT Hub

**Answer: A**

Explanation:

Because by setting connected field service work can be done from hub / shop itself and hence less technicians will be needed to be sent onsite.

### **NEW QUESTION # 161**

You are the lead consultant on a Microsoft Dynamics 365 Field Service implementation.

Your customer is interested in seeing an example of how IoT works with Field Service.

Without an actual device, what is the best tool to use to provide the best experience for your customer?

- A. **Simulator**
- B. Logic Apps
- C. IoT Hub
- D. Stream analytics

**Answer: A**

### **NEW QUESTION # 162**

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.

Entity	Requirement
Products	Incident Types must have a Labor Hours record.
Services	
Service Tasks	Incident Types must have 1 product brochure.
Characteristics	Incident types must have a checklist for technicians to follow.

Answer:

Explanation:

Entity	Requirement
Products	Incident Types must have a Labor Hours record.
Services	
Service Tasks	Incident Types must have 1 product brochure.
Characteristics	Incident types must have a checklist for technicians to follow.

Explanation:

Requirement
Incident Types must have a Labor Hours record.
Incident Types must have 1 product brochure.
Incident types must have a checklist for technicians to follow.

NEW QUESTION # 163

**DRAG DROP**

You are a Dynamics 365 for Field Service Administrator.

You are setting up a new Incident Type. There are no service tasks or products created that are related to this incident.

Which seven actions should you perform in sequence to add these services? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

NOTE: More than one order of answer choices is correct. You will receive credit for any of the correct orders you select.

Select and Place:

<b>OPTION</b>	<b>TARGET</b>
<input type="checkbox"/> Create and save all necessary service tasks.	
<input type="checkbox"/> Create, save, and publish all necessary products.	
<input type="checkbox"/> Create and save the incident.	
<input type="checkbox"/> Add all service tasks for this incident.	
<input type="checkbox"/> Add all products for this incident.	
<input type="checkbox"/> Add all services for this incident.	
<input type="checkbox"/> Add any appropriate notes for this incident.	
<input type="checkbox"/> Create and save all necessary products.	
<input type="checkbox"/> Publish the incident.	 



**Answer:**

Explanation:



Section: Manage work orders

Explanation:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/configure-incident-types>

## NEW QUESTION # 164

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