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Exam MB-240:
Microsoft Dynamics 365 Field Service Functional Consultant

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STUDY GUIDE

STEP 1: UNDERSTAND THE EXAM OBJECTIVES

- CONFIGURE FIELD SERVICE APPLICATIONS (20-25%)
- MANAGE WORK ORDERS AND CUSTOMER ASSETS (25-30%)
- SCHEDULE AND DISPATCH WORK ORDERS (15-20%)
- MANAGE THE FIELD SERVICE MOBILE APP (5-10%)
- MANAGE INVENTORY AND PURCHASING BY USING THE BUILT-IN INVENTORY MANAGEMENT SYSTEM (5-10%)
- IMPLEMENT MICROSOFT POWER PLATFORM (5-10%)

STEP 2: USE STUDY METHODS

- EXAM GUIDE
- USE MICROSOFT TRAINING PATHS
- STUDY GROUPS

STEP 3: USE PRACTICE EXAM

ENHANCE YOUR ANSWERING SKILLS, FIND OUT WEAK AREAS, AND HAVE A BETTER PREPARATION BY USING THE PRACTICE EXAM TESTS FOR EXAM MB-240: MICROSOFT DYNAMICS 365 FIELD SERVICE FUNCTIONAL CONSULTANT.

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Microsoft Dynamics 365 Field Service Functional Consultant Sample Questions (Q10-Q15):

NEW QUESTION # 10

You are setting your environment to use Resource Scheduling Optimization (RSO). You have enabled Optimize Schedule for all Bookable Resources.

You need to complete the remaining steps to prepare your work order data for optimization.

Which three actions should you perform, 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.

Answer:

Explanation:

Explanation

NEW QUESTION # 11

Drag and Drop Question

There are certain steps a Field Service Manager must take for RMA approval, and then for creating an RMA receipt.

Which steps pertain to RMA Approval and which steps pertain to RMA Receipts? To answer, drag RMA Approval or RMA Receipts to the appropriate steps. RMA Approval and RMA Receipts 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.

Answer:

Explanation:

Explanation:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/process-return>

NEW QUESTION # 12

Your company processes a large number of work orders each day. The company wants to ensure the high priority work orders are dealt with immediately.

You need to configure the schedule board so that bookings are easily visible to the dispatchers.

How can you configure Dynamics Field Services to increase booking visibility?

- A. Configure an Incident type for high priority incidents on work order records.
- **B. Configure the status color for a booking status record, to identify high priority work order records.**
- C. Configure a work order type for high priority issues, to help categorize high priority work order records.
- D. Configure a priority record to allow you to identify high priority work order records.

Answer: B

NEW QUESTION # 13

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:

Explanation:

Explanation:

NEW QUESTION # 14

LitWare has requirements for configuring the services around the region.

You need to set up the system to meet those requirements.

Which four actions should you perform in sequence? To answer, move the four appropriate actions from the list of actions to the answer area. Arrange the four actions in the correct order.

Answer:

Explanation:

Explanation:

Topic 5, Wingtip Toys Company Overview
Wingtip Toys is a specialist prop fabrication company specializing in animatronic dinosaur sculptures. The sculptures are assets that belong to the company. The assets are painstakingly constructed over several years using proprietary techniques and require significant capital investment.

Staff members

Wingtip Toys has five staff members:

1. The Chief Executive Officer (CEO)
2. The prop master
3. The robotics engineer
4. The robotics intern
5. You, the Power Platform administrator

Employees 2, 3, and 4 are field technicians. Customers pay a surcharge for technician travel time, so the CEO requires they are diligent in marketing themselves as "Travelling" on their Field Service mobile apps as soon as they begin driving to a site.

Assets overview

Customers - such as film studios, museums, and theme parks - usually lease assets on a long-term basis. Lease agreements are sold with regular maintenance, both cosmetic and technical. Short-term rentals are also available for specific projects at theatres, events, or for filming on location.

The CEO has recently produced a barcode for each dinosaur currently in use. The new barcode should be applied to the inside of the sculpture's mouths at the next visit.

Dinosaur sculptures

All dinosaur sculptures have been added as assets. A custom choice type column named "Species" has been added to the main form and is manually selected when a new asset is created. The prop master asked you to create a custom page that will allow them to browse through all current and previous dinosaur sculptures; each displaying the sculpture name, completion data, species, and a small image.

The catalog should allow the user to drill down into further information about the asset and (if applicable) the account of the customer currently renting or leasing it.

Overview

Cosmetic work is always performed by the prop master, created automatically via agreements and scheduled by the CEO.

The "Cosmetic maintenance" incident type currently has four related products. Two of those are field service type products and two are service task types.

Technical work orders

Within the last few months, some customers have contacted Wingtip Toys to note that a tooth or two had fallen out of the dinosaurs' mouths. This is due to wear and tear on the roaring and chewing motions that customers can trigger.

The CEO wants to add dental check-up to the "Cosmetic maintenance" incident type to allow the prop master to prevent these incidences from occurring in the future where needed. This incident type has no associated cost to the customer.

Inspections

As the dental check-up of dinosaurs can have technical implications, the robotics engineer works with you to create an inspection, which must be completed every time the process is completed.

The following image is a draft of the "Dental Check-up" inspection:

The engineer wants the inspection to appear to the prop master in their mobile app as per the above image.

However, they also need to add the scanning of the new barcode sticker.

Further, the CEO requires completed inspections to be related to the correct dinosaur as part of their service history.

New programming: dance firmware update

The intern has just begun completing work orders on their own. Once they have completed all items and performed their inspection, they need to wait for the engineer to review their work before they can mark the job as "Completed." This gives the engineer an opportunity to assess whether something additional might be required.

NEW QUESTION # 15

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