퍼펙트한MB-240최신기출자료덤프자료

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>> MB-240최신기출자료 <<

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최신 Microsoft Dynamics 365 MB-240 무료샘플문제 (Q155-Q160):

질문 # 155
You are a Dynamics 365 Field Service dispatcher using the Scheduling Assistant function.
One of your jobs does NOT want one of your resources to be scheduled to perform the work. The resource must be available to be scheduled for other jobs Solution: You select Load the Default Filters on the Schedule Board.
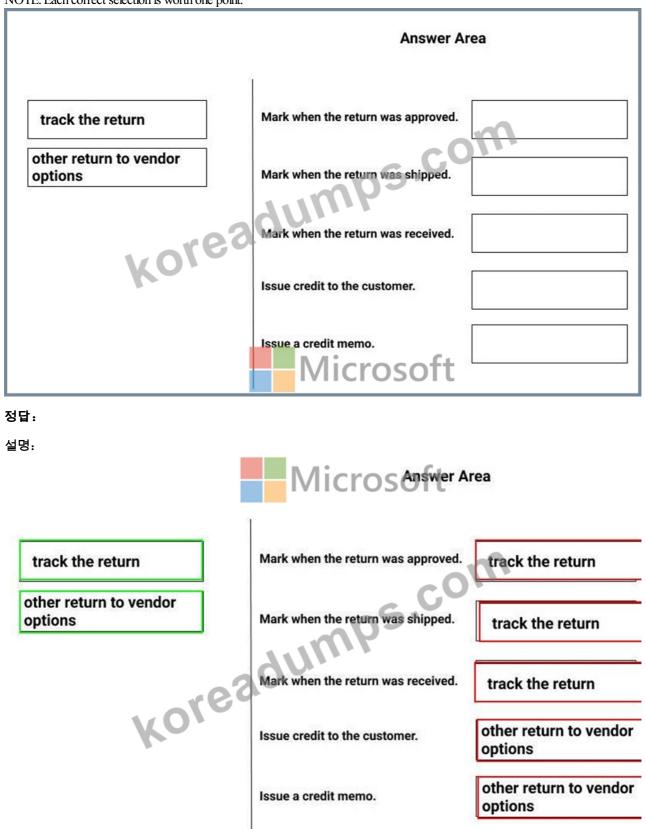Does this meet the goal?

- A. No
- B. Yes

정답：A

질문 # 156
Your company's inventory clerk is using the Returning to Vendor feature in Dynamics 365 for Field Service to process a customer's request to return a wheel that is the wrong size.
The clerk needs to understand the different tracking options for returning to the vendor.
Which actions correspond with track the return and which actions correspond with another return to vendor option? To answer,

drag the type of return to the action. Each type or return 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 Area

track the return	Mark when the return was approved.	
other return to vendor options	Mark when the return was shipped.	
	Mark when the return was received.	
	Issue credit to the customer.	
	Issue a credit memo.	

정답：

설명：

Answer Area

track the return	Mark when the return was approved.	track the return
other return to vendor options	Mark when the return was shipped.	track the return
	Mark when the return was received.	track the return
	Issue credit to the customer.	other return to vendor options
	Issue a credit memo.	other return to vendor options

질문 # 157

You are a Dynamics 365 for Field Service Administrator.

You have a requirement to make a custom attribute "Contract Status" required and to not allow invalid data to be entered in the

attribute.

What are three ways that you can make an attribute required on a form within the Dynamics 365 for Field Service Mobile App and ensure invalid data cannot be entered? Each correct answer presents a complete solution.

- A. Create an OnChange rule to highlight a field when it does not contain correct field data.
- B. Create an OnSave rule, and display a message to the user if the specific field does not meet the required conditions.
- C. Create an Option Set with all possible options for the attribute.
- D. Create an OnSave rule to check any field's data, but without highlighting the field when the condition is not met.
- E. Create an OnChange rule, and set a simple validation for a field to check whether the field contains data.

정답： B,C,D

설명：

Topic 3, Plumbing and healing company Case study

Company overview

LitWare Inc. is a plumbing and healing company which provides installation, maintenance, and repair services in United States (U.S.) and Canada.

LitWare also offers various installation and repair services such heating, venting, and air conditioning (HVAC). plumbing, and roofing for commercial customers using their employees and subcontractors.

Company structure and resources

The company has three main types of services, each offering a different combination of service personnel.

1. Training services provide training to LitWare employees and subcontractors to perform the work in the regions serviced

2. Unplanned maintenance services address emergency repair requests for their customers.

* Dispatchers vf assigned to all territories in a region Dispatchers assign repair and installation work to repair technicians based on their skills.

*. Repair technicians in employees and subcontractors

3. Planned maintenance services perform regular and planned checks for their customers.

* Inspectors are assigned to all regions based on skills and expertise.

* Installers are assigned to multiple territories in a geographic region 1 Repair technicians a-e employees and subcontractors

* Dispatchers are assigned to all territories in a region. Dispatchers assign repair and installation work to technicians based on skills.

All the inspection, repair, and installation employees utilize the field Service mobile app Dispatchers can see all work request data for their region and see all the bookable resources.

Job structures

typical job assignments are as follows:

* Inspections: 1 -2 resources

* Installations: minimum 2 resources. 1 expert

* Repairs: 1-3 resources

Skills and certifications

The following spreadsheet tracks the skills and certifications earned by each internal employee:

Skills	Certifications
Plumbing	Certified Plumber
Heating	Certified HVAC Technician
Ventilation	Certified Flooring Installer
Air Conditioning	Certified HVAC Technician
Electrical	Certified Electrician
Solar Panel	Certified Solar Panel Installer

The Service areas are:

Accounts	Trade	Location	Type
	Plumbing	U.S. & Canada	Coverage
	Heating	U.S. & Canada	Coverage
	Ventilation	U.S. & Canada	Coverage
	Electrical	Canada	Coverage
	Air Conditioning	U.S.	Coverage
In Land traders	Solar Panel	U.S.	Exclusion

For each type of job. there must be at least one certified or highly experienced resource on the job.

Their current system does not have a way to maintain the availability of a service, maintain the subcontractor's insurance details, certifications, and more options for inspectors. All work is printed out and provided as a hard copy to the resources. It is not easy to distribute the new updated materials for the service c* share the new troubleshooting guides.

Planned changes

LitWare plans to implement Dynamics 365 Field Service. The requirements gathered during analysis are:

Work orders and scheduling

* Scheduling based on resource skill and number of required resources based on job type and duration.

* Planned Maintenance emergency calls take priority over other types of fobs.

* Schedule resources based on location, maximizing total work hours and then minimizing drive time.

* Ability to track technician time.

* Ability to configure rates and pay types.

* Ability to easily see when a resource is on Time Off on the schedule board
* All resource time-off requests should be approved by both their manager and their line manager Service contracts
* Set up and create a Planned Maintenance type of contract.
* Define the coverage of the regions by the work.
Inspection management
* Ability to configure inspections.
* Ability fen inspections to be linked with work orders and customer assets.
Resources
* Implement company holidays for U.S. and Canada.
* Implement various pay types based on overtime, weekends and holidays, travel and regular time.
* Implement paid time off.
* Ability for resource calendars to reflect resource time off and work hours.
* Access to jobs assigned for the day.
* Ability to capture the validity of the insurance and send a 90-day reminder notification before the expiry.
* Activate geocoding throughout the system.
* Use territories for accounts, resources, and work orders.
* Enable Microsoft SharePoint Integration.
Field Service mobile app
* Ability for technician to access work orders and asset details.
* Ability to perform inspections on the mobile app
* Ability to work through offline mode.
* Ability to enter time for The work.
Technical Requirements
Resources requite the ability to:
* Configure work hours templates based on their time zone.
* Access and view their skill. skill level, and certification data
* Certifications set to expire over the next 90 days should show highlighted in Yellow. o Certifications already expired will show in Red.
* Access documents either online or offline.
* Have the" time-off requests enabled for approval by default for resource who has skill of electrical, and have the requests approved by both their manager and line manager.
Work orders
* The ability to have templates for work orders.
o Templates will provide guidance for technicians, and help recommend products and default services.
* Work orders created from a PM contract need to have a status a Service Contract Inspections:
* Ability to configure advance inspections with conditional logics based on the questions,
* Ability to use the latest inspections for analytics on a weekly basis.
* Ability to perform ad-hoc inspections with assets.
* Ability for users to export responses.
Security and access
* Technicians m the field should only see work orders scheduled for today.
* Technicians should have the option to enter manual time.
* Technicians should have the option to complete the inspections.
* Technicians should have the ability to access relevant apps to complete the job.
* Technicians should have the ability to access the guides.
* Administrators should have access to the technician usage of the guides.

질문 # 158
Drag and Drop Question
You are a new Dynamics 365 for Field Service Administrator for a manufacturing firm.
Your manager has asked you to configure the system to enable scheduling for maintenance of equipment at customer sites. It is against company policy to dispatch resources to sites with known issues such as credit or safety holds. Many site visits may require more than one technician to be sent for the repair.
Which resource scheduling component should be used for each task? To answer, drag the appropriate resource scheduling component to the appropriate task. Each resource scheduling component 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 Area

Options
Resource Crew
Requirement Group
Schedule Board
Booking Rule
Incident type
Booking Resource Booking

Heavy machinery repair requires three technicians as well as a safety inspector to be sent to the site. Additionally, power testing equipment must be sent to complete the inspection.

Dispatchers must be able to locate the resources needed for the heavy machinery repair within a single search to allow for efficient scheduling.

Dispatchers and scheduling administrators must have a way to easily review all resource availability and be able to schedule the work order.

When customers on credit hold request service, no technician can be sent and dispatchers must be alerted of the credit hold status.

정답：

설명：

Answer Area

Options
Resource Crew
Requirement Group
Schedule Board
Booking Rule
Incident type
Booking Resource Booking

Heavy machinery repair requires three technicians as well as a safety inspector to be sent to the site. Additionally, power testing equipment must be sent to complete the inspection. → **Resource Crew**

Dispatchers must be able to locate the resources needed for the heavy machinery repair within a single search to allow for efficient scheduling. → **Requirement Group**

Dispatchers and scheduling administrators must have a way to easily review all resource availability and be able to schedule the work order. → **Schedule Board**

When customers on credit hold request service, no technician can be sent and dispatchers must be alerted of the credit hold status. → **Booking Rule**

질문 # 159

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

You are a Microsoft Dynamics 365 Field Service dispatcher using the Scheduling Assistant function.

One of your customers, Adventure Works, does not want one of your resources to be scheduled to work orders going forward. However, this resource must be available to be scheduled for other accounts.

Solution: You select the resource in the Restricted Resources field within the Schedule Assistant filter every time you book a work order for Adventure Works.

Does this meet the goal?

- A. No
- B. Yes

정답：A

질문 # 160

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