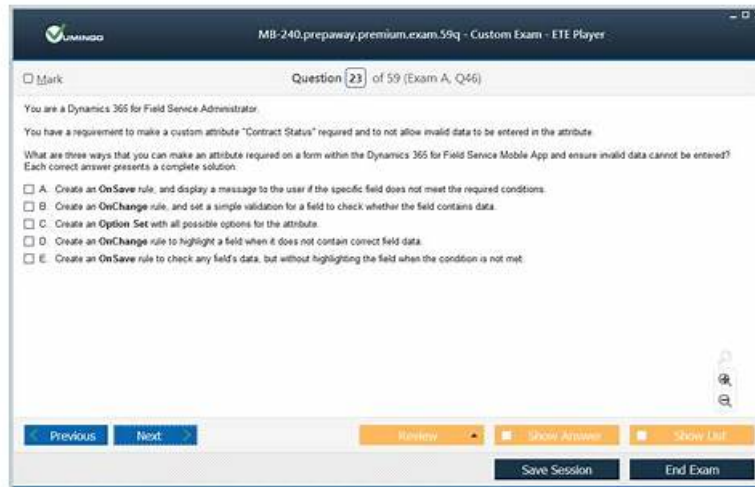


New Release MB-240 Exam Dumps - Microsoft MB-240 Questions



P.S. Free & New MB-240 dumps are available on Google Drive shared by UpdateDumps: <https://drive.google.com/open?id=1OptmoTm5yp7NET6DkiXe1T3xManMKPPE>

There is a high demand for Microsoft Development certification, therefore there is an increase in the number of Microsoft MB-240 exam candidates. Many resources are available on the internet to prepare for the Microsoft Dynamics 365 Field Service Functional Consultant exam. UpdateDumps is one of the best certification exam preparation material providers where you can find newly released Microsoft MB-240 Dumps for your exam preparation. With years of experience in compiling top-notch relevant Microsoft MB-240 dumps questions, we also offer the Microsoft MB-240 practice test (online and offline) to help you get familiar with the actual exam environment.

The MB-240 Exam is intended for professionals who have practical experience in implementing, configuring, and customizing the Dynamics 365 Field Service solution. MB-240 exam is also suitable for individuals who have experience in working with other Dynamics 365 modules, such as Sales and Customer Service. Microsoft Dynamics 365 Field Service Functional Consultant certification exam is designed to test the candidate's ability to design and implement solutions for field service management using Microsoft Dynamics 365.

Structure of MB-240 Test

The Microsoft MB-240 exam is part of the requirements for obtaining the Microsoft Certified: Dynamics 365 Field Service Functional Consultant Associate certification. The other exam mandatory for getting this certification is coded PL-200, which is also known as Microsoft Power Platform Functional Consultant. When it comes to the structure of MB-240, it will contain around 40-60 tasks that will have to be finalized within 180 minutes. Also, it is a proctored exam that requires exam-takers to open an account on the Pearson VUE site and follow the steps indicated there to complete the registration process. The enrollment steps also include the payment of a fee which is \$165. Finally, such a test is available in the English language only.

>> **MB-240 Valid Exam Sims** <<

Pass MB-240 Exam, MB-240 Test Fee

The Microsoft Dynamics 365 Field Service Functional Consultant (MB-240) practice questions (desktop and web-based) are customizable, meaning users can set the questions and time according to their needs to improve their discipline and feel the real-based exam scenario to pass the Microsoft MB-240 Certification. Customizable mock tests comprehensively and accurately represent the actual Microsoft MB-240 certification exam scenario.

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.

Microsoft Dynamics 365 Field Service Functional Consultant Sample Questions (Q74-Q79):

NEW QUESTION # 74

Your customer is offering a new service that requires two resources.

You need to ensure that the right resource requirements are created, so that the technician with the right skill set will be assigned.

What are the first three steps you should perform in sequence? To answer, move the appropriate actions from the list of steps to the answer area and arrange them in the correct order.



Answer:

Explanation:



Explanation:



NEW QUESTION # 75

Hotspot Question

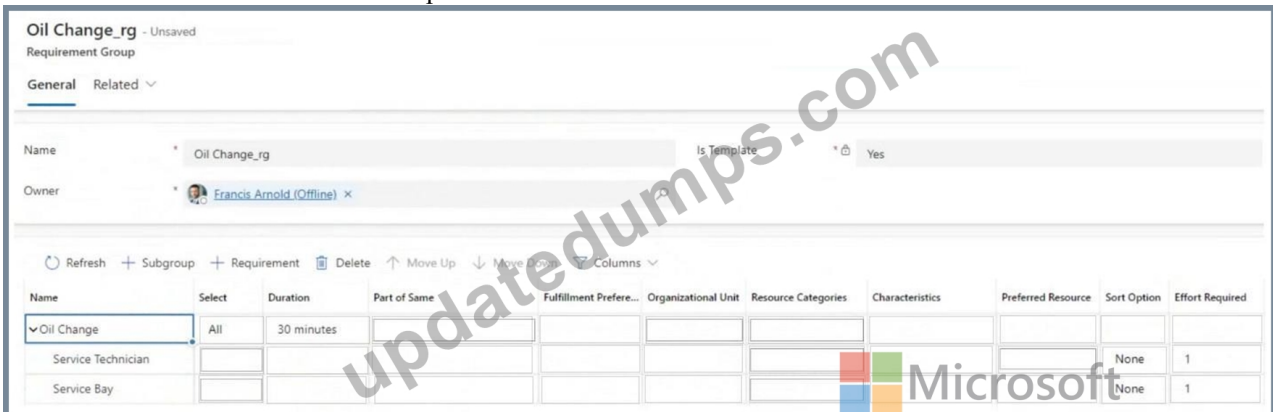
Your customer is a national auto repair center that provides services for vehicles. They are currently using Dynamics 365 Field Service for scheduling all of their services in each of their shops.

Each shop is set up as an Organizational Unit and resources are aligned to those shops accordingly.

You need to set up a universal Requirement Group Template for scheduling oil changes that will require both a service technician and a bay in the shop.

Which settings do you need to configure in the Requirement Group Template to ensure that this can be used by each shop respectively? To answer, select the appropriate fields in the answer area.

NOTE: Each correct selection is worth one point.



Answer:

Explanation:

Oil Change_rg - Unsaved
Requirement Group

General Related ▾

Name * Oil Change_rg Is Template * Yes

Owner * Francis Arnold (Offline) ×

Refresh + Subgroup + Requirement Delete ↑ Move Up ↓ Move Down Columns ▾

Name	Select	Duration	Part of Same	Fulfillment Prefere...	Organizational Unit	Resource Categories	Characteristics	Preferred Resource	Sort Option	Effort Required
Oil Change	All	30 minutes								
Service Technician									None	1
Service Bay									None	1

NEW QUESTION # 76

Your organization has decided to add Inspections as a new source of revenue.

As a business analyst for this new process, you need to start building Inspection forms for use on a work order.

Which three actions need to be performed in sequence? To answer, move the appropriate actions from the list of steps to the answer area and arrange them in the correct order.

Steps

- Create a work order sub-status called Inspection.
- Add a customer asset for the inspection.
- Create a work order type called Inspection.
- Create a new inspection.
- Create inspection questions.
- Associate an inspection with a service task.

Order

-
-
-

Answer:

Explanation:

Answer Area

- Create a new inspection.
- Create inspection questions.
- Associate an inspection with a service task.

- 1 - Create a new inspection.
- 2 - Create inspection questions.
- 3 - Associate an inspection with a service task.

NEW QUESTION # 77

During requirement and design discussions, Litware, Inc. Subject Matter Experts (SMEs) discuss a specific scenario.

A customer purchases an HVAC system along with a 1-year service contract and a 3-year extended warranty.

After 9 months, the system shuts down and the customer cannot get it started back up. The customer calls into Litware, Inc. to inform them the system is down and he needs a service technician to come out to fix the unit.

The SMEs want to know which functionality within Dynamics 365 Field Service can handle the scenario.

Which configuration steps should you take in each of the categories listed? To answer, drag the appropriate configuration to the correct category in the answer area. Each element 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 content.

NOTE: Each correct match is worth one point.

Configurations

- Work Order Type
- Incident Type
- Business Rule
- Service Level Agreement
- Booking Rule
- Booking Alert
- Resource Schedule Optimization



Answer Area

Categories

Classify work order for HVAC Down.

Automatically set work order Priority to HIGH for HVAC Down issues. Do not allow Priority to be changed.

Assign HVAC down work order within 1 hour and have service tech onsite within 2 hours.

Do not allow HVAC booking to be moved once a resource is assigned.

Configurations

-
-
-
-

Answer:

Explanation:

Configurations

- Work Order Type
- Incident Type
- Business Rule
- Service Level Agreement
- Booking Rule
- Booking Alert
- Resource Schedule Optimization

Answer Area



Categories

Classify work order for HVAC Down.

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Configurations

- Work Order Type
- Incident Type
- Booking Alert
- Booking Rule

Explanation:

Configurations

- Work Order Type
- Incident Type
- Business Rule
- Service Level Agreement
- Booking Rule
- Booking Alert
- Resource Schedule Optimization



Answer Area

Categories

Classify work order for HVAC Down.

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Assign HVAC down work order within 1 hour and have service tech onsite within 2 hours.

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Configurations

- Work Order Type
- Incident Type
- Booking Alert
- Booking Rule

Topic 1, Litware, Inc Case Study

Company structure and resources

Litware, Inc. is a home improvement retail company with stores around the world. Litware, Inc. also offers various installation and repair services using both employees and subcontractors.

Litware, Inc. has stores located throughout the United States and Canada.

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

1. DIY Stores are retail and contractor stores with supply items for electrical, lighting, and other home improvement DIY projects.

* Delivery personnel pick up at the local warehouse for each store.

* Installers install major appliances.

2. Pro Stores offer design ideas for major home renovations.

* Designers are assigned to a department based on skills and expertise.

* Installers are assigned to a geographic region.

* Repair Technicians are all subcontractors.

3. Home Improvement Stores offer the convenience of purchasing items available in the DIY stores, but also include the expert design, installation and repair services offered in the Pro Stores.

* Designers are assigned to a department based on skills and expertise.

* Delivery personnel pick up at the local warehouse for each store

* Installers are assigned to multiple stores in a geographic region.

* Repair technicians are all subcontractors.

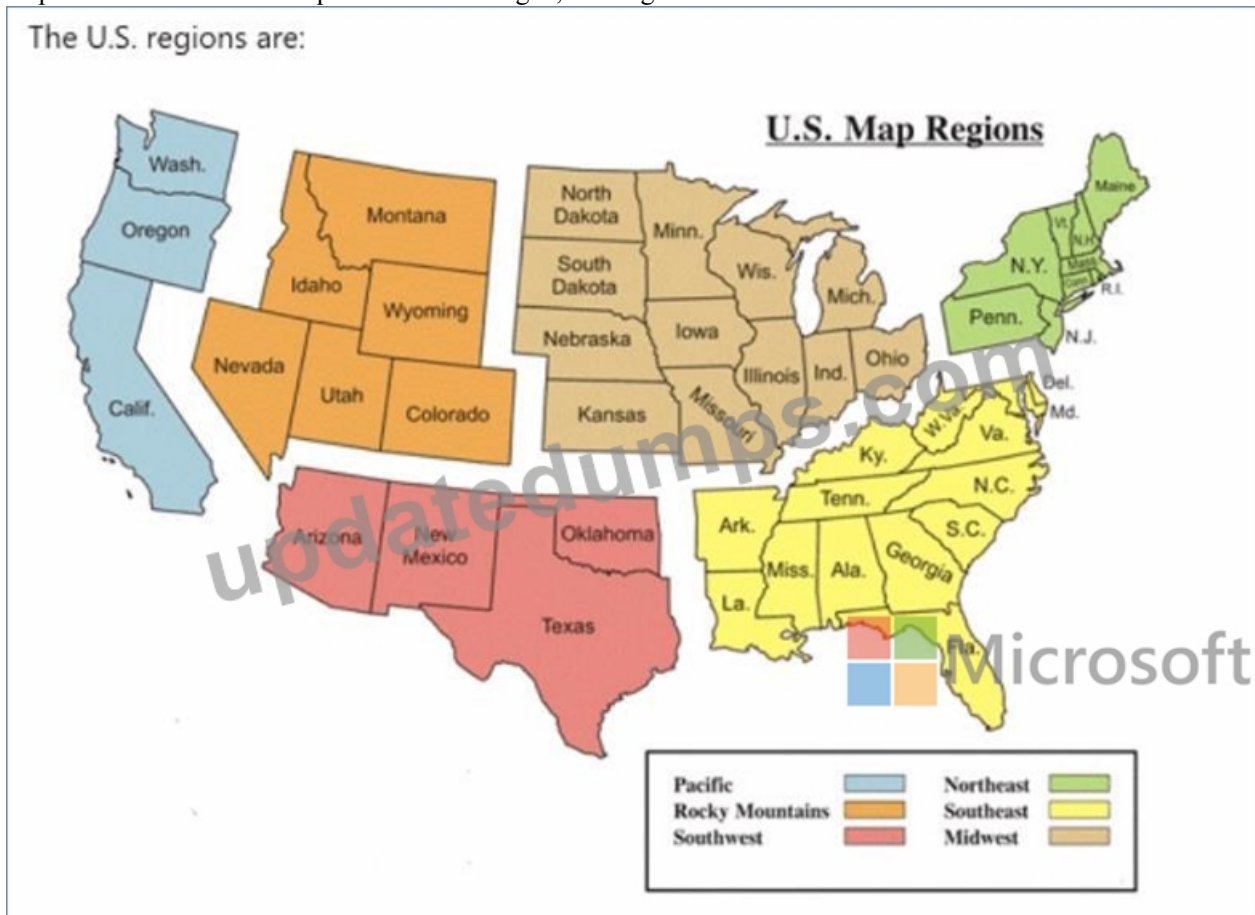
* Dispatchers are assigned to all territories in a region. Dispatchers assign repair and installation work to technicians based on skill.

All internal delivery, repair and installation employees will utilize the Field Service mobile app. Litware, Inc.

employees have full-service licenses, while subcontractors do not K

Regions

Dispatchers can see all work request data for their region, including resources.

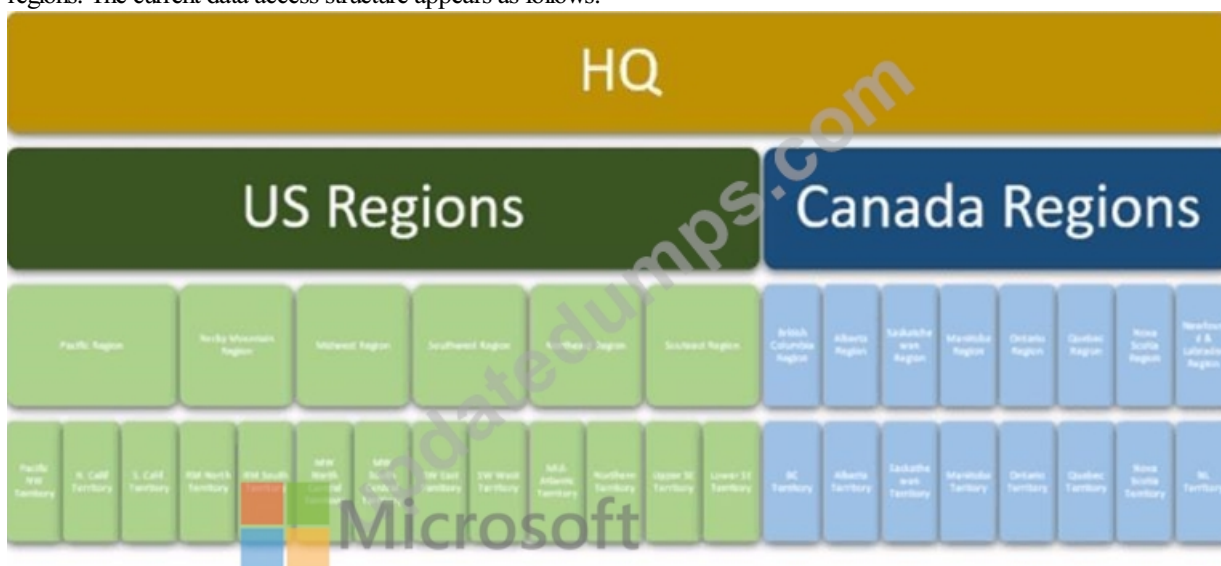


The Canadian regions are:



Data management structure

Litware, Inc. store employees can see data within their region. This is to provide better support of customers and stores within the regions. The current data access structure appears as follows:



Field Service difficulties

Typical job assignment is as follows:

- * Appliance Delivery & Hookup: 2 resources - subcontracted out
- * Landscaping: minimum 2 resources. 1 expert
- * Carpeting: 2-3 resources
- * Tile Flooring: 2 resources
- * Kitchen Cabinets: 3 resources
- * Hardwood Flooring: 2 resources
- * Repairs: 1-2 resources

A spreadsheet tracks the skills and certifications earned by each internal employee. They are:

SKILLS	CERTIFICATIONS
Bath Design	Certified Electrician
Bath Remodel	Certified Carpenter
Cabinet Installation	Certified Flooring Installer
Cabinet Refacing	Certified HVAC Technician
Carpeting	Certified Interior Designer
Electrical	Certified Landscaper
General Landscaping	
Hardwood Flooring	
Kitchen Design	
Kitchen Remodeling	
Landscaper Designer	

The Skill Proficiency Model used at Litware, Inc. is as follows;

- 1 - Novice
- 2 - Inexperienced
- 3 - Moderate Experience
- 4 - Experienced

5 - Expert/Certified

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 share technical documents and instructions with the technicians and have them review it while onsite.

All work is printed out and provided to the resources. Contractors are currently emailed the job details to which they need to confirm availability. Contractors sometimes decline work. In some of these cases, the Litware, Inc. dispatch team does not react quickly to this information and the customer's work or delivery is delayed.

Customer base

Currently, all customer data are held in Dynamics 365 Finance and Operations (D365 F & O).

- * Most store employees do not have access to this data as it is currently being implemented for backend features, such as inventory and invoicing.

- * Designers and those scheduling can pull up a customer and their pending orders and installations, but they cannot see the payment details and terms.

85% of Litware's customers are households.

15% are construction-based companies that either purchase or hire Litware, Inc. for specific jobs.

- * Most of these companies receive a 5-10% discount on supplies and 10% discount on labor.

Planned changes

Litware, Inc. 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.

- * Preventative Maintenance emergency calls take priority over other types of jobs.

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

- * All HVAC down jobs require a resource to be onsite at the customer location within 2 hours, per contract terms.

- * Some high-end HVAC systems can tell the company when the system is experiencing issues. Alert dispatchers when this occurs if this feature is enabled and purchased.

- * Set contractually obligated times for HVAC down jobs.

- * Set reminders or see critical details to act on for a job.

- * Ability to quickly book a job.

- * Easily see when a resource is on Paid Time Off on the schedule board.

Service Contracts

- * Set up and create a Preventative Maintenance (PM) type of contracts.

- * PM contracts are only for HVAC systems. Semi-annual maintenance jobs should be created 30-days before they are to be scheduled.

Preventative Maintenance

- * Semi-annual inspections Discount on any required parts and additional labor.

- * Include 24-hour emergency service calls at no-charge.

Extended Warranties

- * Ability to setup and create an Extended Warranty type of contracts.

- * Start when Manufacturer warranty ends.

- * Can be purchased for 1, 2 or 3 years and include all parts and labor.

Products and Services

- * Integration between D365 F & O and D365 Field Service.

- * Implement a parts return process for any unused or defective part during an installation job.

- * Multiple price lists will be used, based on region and customer type (retail, construction).

Resources

- * Implement company holidays for US and Canada

- * Implement various pay types based on OT, Weekends/Holidays, Travel and Regular Time.

- * Implement Paid Time Off.

- * Optimize resource schedules.

- * Access to jobs assigned for the day.

- * Specialty equipment scheduled on work orders as needed.

Technical requirements

Invoicing

- * Send Work Order details to D365 F & O when a job is completed, and after internal reviews are performed.

- * The system must track the price of resources based on holidays and after-hours scenarios at a rate of one and a half times the normal billing rate.

- * Travel time is non-billable. Travel time should be captured as normal billing rate.

- * A Delivery Fee of \$75 is charged for each order.

- * Subcontractor travel time is non-billable but is paid to the subcontractor company by Litware, Inc.

Resources

- * Contractor technicians require access to work order and customer details once assigned to a booking. They do not have a license.

- * Dispatchers need a schedule board for their region(s).

- * Resources have access to view their skills, skill level and certification data.
- o Certifications set to expire over the next 120 days should show highlighted in Yellow, o Certifications already expired will show in Red.
- * Resources will be notified when they enter or leave a job, or are assigned a job for the day.
- * Resource booking automatically updated when they enter job site.
- * High priority jobs will send an alert to the resources ' phone and send them a text message.
- * Resources assigned to a job where their skill level = 1 will be assigned to an experienced resource for 3 months.
- * Resources on the job can use their smartphone to call and obtain assistance.
- * Resources can access documents either online or offline.

Products and Services

- * All parts removed from a customer ' s equipment must be returned to the Main warehouse.
- * All parts not used or deemed defective during an installation must be returned to the originating warehouse.
- * All appliances and parts will become part of the customer record.
- * All products are received into the Main warehouse and then distributed to van stock for delivery or installation.
- * All assets that have an expired manufacturer warranty should show a notification.

Work Orders

- * The ability to have templates for work orders. Templates will provide guidance for technicians, and recommend products and default services.
- * Work Orders created from a PM contract need to have a status = Service Contract.
- * Work Orders created from an Extended Warranty contract need to have a status = Extended Warranty
- * All HVAC down work orders must be set to high priority.
- * All emergency, and contractual Work Orders must be created, reviewed and dispatched within 1 hour. A technician must be onsite within 2 hours.
- * All Work Orders created from a PM are non-billable.
- * All Extended Warranty jobs must include a flat service fee of \$75.

Scheduling

- * High Priority work orders for HVAC down cannot be moved once scheduled.
- * Work Orders scheduled to technician(s) who do not have the desired skill set and level should show a warning.
- o If scheduled, it will send an approval record to the manager to approve the assignment. Approved are booked. Rejected are canceled and the dispatcher notified.
- * Dispatchers will assign multi-day work orders, such as kitchen cabinets, bathrooms, landscaping, to the same group of resources for the duration of the work.
- * All work orders for an existing asset, where the asset does not have an active manufacturer ' s warranty, or a valid extended warranty should show an alert upon scheduling.
- * Resources should be optimized for high priority items, maximize their work hours and then minimize travel time.

Security and access

- * Safeguards must be in place for the data on the Field Service mobile app if a technician loses his mobile device.
- * Technicians in the field should only see work orders scheduled for today.
- * Field Service administrators need the ability to update the defaults for the schedule assistant.

NEW QUESTION # 78

A field technician is completing a job and getting ready to drive to the next job. The dispatcher needs to provide the technician with driving directions.

What should the dispatcher do?

- A. From the schedule board, click Actions and select Get Driving Directions.
- B. From the schedule board, right-click the scheduled work order and select Get Driving Directions.
- C. On the work order form ribbon, click Get Driving Directions.
- D. Select a work order from any view. On the ribbon, click Get Driving Directions.

Answer: A

NEW QUESTION # 79

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