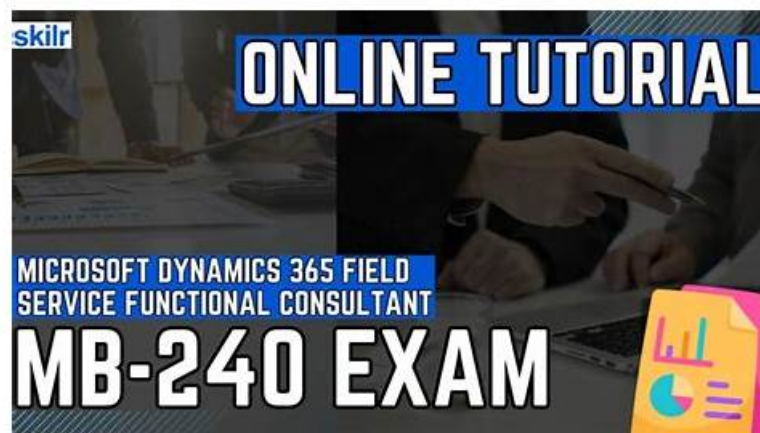


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In order to be eligible to take the Microsoft MB-240 Certification Exam, candidates must meet certain prerequisites. These include a basic understanding of Dynamics 365, experience working with field service management processes, and experience working with Dynamics 365 Field Service. Candidates must also have experience configuring and customizing Dynamics 365 Field Service to meet the needs of their organization.

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Microsoft MB-240 Exam Tests the skills and knowledge of candidates in deploying, configuring, securing, troubleshooting, and updating Microsoft Dynamics 365 Field Service solutions. MB-240 exam is applicable to those who data models, field service integration, service agreements, inventory and purchasing, and mobile device integration. These skills are essential for supporting the overall Dynamics 365 Field Service deployment.

Microsoft Dynamics 365 Field Service Functional Consultant Sample Questions (Q184-Q189):

NEW QUESTION # 184

You are a field service administrator for your company.

You review the Field Service administrator guide to understand how the status fields can support your company's business processes.

Which unique entity system status value matches with its Entity Type? To answer, drag the appropriate unique entity system status values to the appropriate Entity Type. Each unique entity system status value 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:

☐

NEW QUESTION # 185

As a new start-up field services company, you are looking to streamline your customer service process to provide the best customer service experience.

Your company has decided to implement Dynamics Field Services as the foundation for its customer service management processes. You need to ensure that the cases that the customer service team creates can be quickly and efficiently converted to work orders (that will minimize the need to add additional information to the work orders) using the out-of-the-box capabilities.

Which key item do you need to configure before the customer service agents will be able to convert a case to a work order?

- A. Resources
- B. Work Order Types
- C. Booking Rules
- **D. Incident Type**

Answer: D

Explanation:

Incident types act as service templates that allow users to quickly create work orders for the most common types of jobs that your organization performs. Incident types are also used to define specific work order issues and recommended resolutions.

<https://docs.microsoft.com/en-us/dynamics365/field-service/set-up-booking-statuses>

NEW QUESTION # 186

Your company wants use Microsoft Dynamics 365 Customer Voice to obtain feedback on their customers' on-site service experience.

You need to create a survey which will be sent automatically to a customer once their work order is completed.

Which four 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 - Select a survey template.
- ☐ 2 - Modify survey questions.
- ☐ 3 - Select a project template.
- ☐ 4 - Select a work order type.

NEW QUESTION # 187

Your organization recently started using the Universal Resource Scheduling feature. You enabled the Lead entity for scheduling.

You need to have a dedicated tab in the schedule board to see all the unscheduled leads.

Which four 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:

☐ Explanation

☐

NEW QUESTION # 188

Contoso, Ltd has just acquired a new company in order to increase the services it offers to its customers.

Contoso, Ltd. wants to ensure that it is able to track all of the stages in its service management workflow, including the services offered by the new service company. You need to configure Dynamics 365 CE for Field Services to ensure that all of the necessary

status values are configured correctly to track your company's unique business process. Which action must you perform?

- A. Edit the existing system status field values.
- B. Create the necessary sub-status values.
- C. Create the necessary service task values.
- D. Create the necessary system status values.

Answer: B

NEW QUESTION # 189

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