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## MB-240

**Microsoft Dynamics 365  
Field Service  
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Microsoft MB-240 Exam covers a range of topics including service agreements, work orders, resource scheduling, inventory management, and more. Candidates will need to demonstrate their ability to configure and customize Field Service applications to meet the needs of their organization. They will also need to be familiar with the various tools and technologies used in Field Service, such as the Field Service mobile app, Connected Field Service, and IoT devices.

## **Microsoft Dynamics 365 Field Service Functional Consultant Sample**

## Questions (Q105-Q110):

### NEW QUESTION # 105

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.

The screenshot shows a 'Steps' list on the left and an 'Order' list on the right. The 'Steps' list contains five items: 'Create a work order type', 'Create resource preferences', 'Create a requirement group', 'Create an incident type', and 'Create a work order'. The 'Order' list is currently empty. Navigation arrows are visible between the two lists.

**Answer:**

**Explanation:**

The screenshot shows the 'Steps' list on the left and the 'Order' list on the right. The 'Order' list now contains three items in sequence: 'Create a requirement group', 'Create an incident type', and 'Create a work order'. Red dashed boxes highlight the correct sequence in the order list.

**Explanation:**

The screenshot shows the 'Steps' list on the left and the 'Order' list on the right. The 'Order' list now contains three items in sequence: '1 Create a requirement group.', '2 Create an incident type.', and '3 Create a work order.'

### NEW QUESTION # 106

During User Acceptance Testing, mobile technicians receive the message "Contact your administrator for access to your organization's mobile apps." when logging into the Dynamics 365 Field Service mobile app.

You need to determine which areas to update within the mobile project so that technicians can see the appropriate information.

What is a possible way to troubleshoot the issue?

- A. Update the mobile offline profile to include the correct Field Service security roles.
- B. Ensure you have the correct security role (Field Service - Offline Resource), and that the security role is assigned to the Dynamics 365 Field Service mobile app.
- **C. Ensure you have the correct security role (Field Service - Resource), and that the security role is assigned to the Dynamics 365 Field Service mobile app.**
- D. Update the mobile offline profile to include the users that require access.

**Answer: C**

### NEW QUESTION # 107

You are implementing Microsoft Dynamics 365 Field Service for your organization.

You are about to finalize the updates to booking statuses. The booking statuses, and corresponding Field Service Status values are:

Booking Status	Field Service Status
Scheduled	Scheduled
Traveling	Traveling
Arrive	In Progress
Wrench Time	In Progress
On Break	On Break
Completed	Completed
Canceled	Canceled

You want technicians' time entries to be generated every time they update the booking status. Which two steps must you set up to ensure the time entries are correctly generated? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Set the Timestamp Frequency setting to Per Booking Status Change.
- B. Set the Time Entry Generation Strategy setting to Per Booking Status Change
- C. Set the Time Entry Generation Strategy setting to Auto-Generate from Booking Timestamps.
- D. Set the Times tamp Frequency setting to Auto-Generate from Booking Timestamps

Answer: A,C

#### NEW QUESTION # 108

You have configured Microsoft Dynamics 365 Customer Voice, along with Dynamics 365 Field Service. Your manager wants to add the customer's First Name, Last Name, and Work Order Number to the survey. In which two survey elements can you add these variables? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Section description
- B. Footer text
- C. Survey header
- D. Post-survey message heading

Answer: A,D

#### NEW QUESTION # 109

DRAG DROP

Your organization wants to use the Field Service Mobile App for technicians in the field.

You need to install the solution, so it can be configured for mobile technicians.

What are the four steps you need to perform, in sequence, to ensure the mobile solution is ready for configuration and deployment?

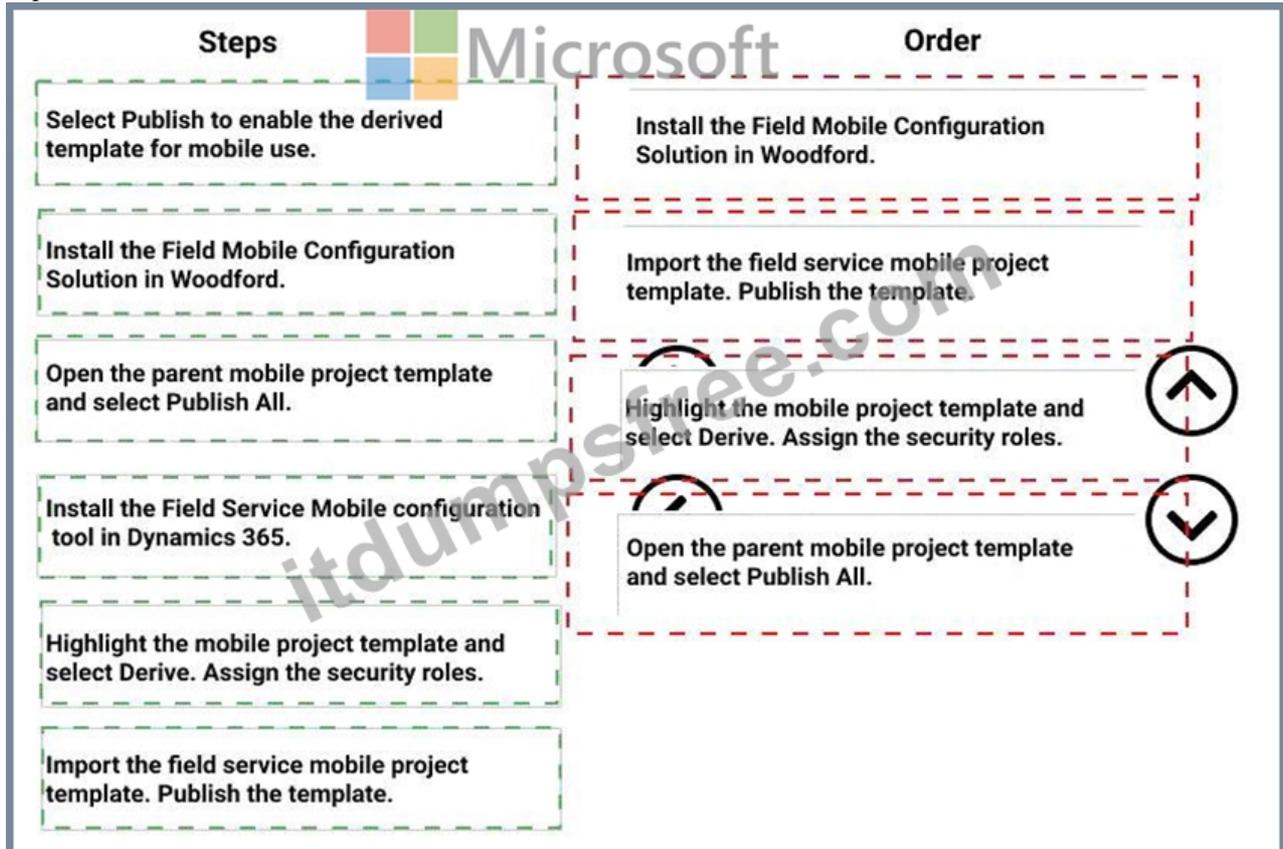
To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Steps	Order
Select Publish to enable the derived template for mobile use.	
Install the Field Mobile Configuration Solution in Woodford.	
Open the parent mobile project template and select Publish All.	⬆
Install the Field Service Mobile configuration tool in Dynamics 365.	⬇
Highlight the mobile project template and select Derive. Assign the security roles.	
Import the field service mobile project template. Publish the template.	

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Answer:

Explanation:



Explanation:



### NEW QUESTION # 110

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