

MB-240인기자격증 시험덤프공부 & MB-240최신덤프공부자료



그 외, Fast2test MB-240 시험 문제집 일부가 지금은 무료입니다: <https://drive.google.com/open?id=1WsnstqughwHTUivpJdogPhmCQk2EqE08>

Microsoft인증 MB-240시험을 준비하기 위해 잡도 설치가면서 많이 힘들죠? Fast2test덤프가 고객님의 곁을 지켜드립니다. Fast2test에서 제공해드리는Microsoft인증 MB-240덤프는 실제Microsoft인증 MB-240시험문제를 연구하여 만든 공부자료이기에 최고의 품질을 자랑합니다. Fast2test덤프를 열심히 공부하여 멋진 IT전문의의 꿈을 이루세요.

Fast2test의 Microsoft MB-240덤프를 공부하면 100% Microsoft MB-240 시험패스를 보장해드립니다. 만약 Microsoft MB-240 덤프자료를 구매하여 공부한후 시험에 탈락할시 불합격성적표와 주문번호를 메일로 보내오시면 덤프비용을 바로 환불해드립니다. 저희 Fast2test Microsoft MB-240덤프로 자격증부자되세요.

>> MB-240인기자격증 시험덤프공부 <<

MB-240인기자격증 시험덤프공부 인기자격증 시험덤프공부

Fast2test는Fast2test의Microsoft인증 MB-240덤프자료를 공부하면 한방에 시험패스하는것을 굳게 약속드립니다. Fast2test의Microsoft인증 MB-240덤프로 공부하여 시험불합격받으면 바로 덤프비용전액 환불처리해드리는 서비스를 제공해드리기에 아무런 부담없는 시험준비공부를 할수 있습니다.

최신 Microsoft Dynamics 365 MB-240 무료샘플문제 (Q150-Q155):

질문 # 150

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.

Actions	Order
Create a new project.	1
Select a survey location/environment.	2
Select a survey template.	3
Modify survey questions.	4
Select a project template.	
Select a work order type.	

정답:

설명:

Answer Area
Select a survey template.
Modify a project template.
Select a work order type.

- 1 - Select a survey template.
- 2 - Modify a project template.
- 3 - Select a work order type.

질문 # 151

You work for a digital billboard manufacturing company. When manufacturing is completed, the new digital billboards are shipped to a client site for installation. As the dispatcher for your company, you need to identify and schedule the different resources that are required to complete the installation of the digital billboard.

The installation of a billboard is a complicated process and requires a large team of resources all with different skills. These installations occur frequently, so you want to dispatch the resources for installations as efficiently as possible.

You need to configure multi-resource scheduling.

Which three steps should you perform, in sequence, to enable the multi-resource scheduling? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Select and Place:

Steps	Microsoft	Order
Book the requirement group.		
Set up booking rules.	➤	⬆
Create a requirement group template.	⬇	⬆
Create a resource skills requirement template.		
Create a new requirement group.		
Associate fulfillment preference to a requirement group.		

정답 :

설명 :

Steps

Book the requirement group.

Set up booking rules.

Create a requirement group template.

Create a resource skills requirement template.

Create a new requirement group.

Associate fulfillment preference to a requirement group.

Order

Create a requirement group template.

Create a new requirement group.

Book the requirement group.

Order


Create a requirement group template.

Create a new requirement group.

Book the requirement group.

질문 # 152

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.




Microsoft

RMA Approval	Verify RMA products are linked to customer equipment records.	
RMA Receipt	Arrange shipping and transportation for the products to be returned.	
	Determine if RMA products can be returned to the manufacturer and if a credit must be issued.	
	Give the step a name.	

정답:


설명:



Microsoft

RMA Approval	Verify RMA products are linked to customer equipment records.	RMA Approval
RMA Receipt	Arrange shipping and transportation for the products to be returned.	RMA Approval
	Determine if RMA products can be returned to the manufacturer and if a credit must be issued.	RMA Approval
	Give the step a name.	RMA Receipt

Explanation



Microsoft

Verify RMA products are linked to customer equipment records.	RMA Approval
Arrange shipping and transportation for the products to be returned.	RMA Approval
Determine if RMA products can be returned to the manufacturer and if a credit must be issued.	RMA Approval
Give the step a name.	RMA Receipt

A new service technician was recently hired on at Litware, Inc. and is assigned to the HVAC team. The service technician is still learning about the job and the units the company sells and services.

The service technician has been assigned to a repair work order for a unit. Upon arrival and inspection, the service technician turns off the one circuit breaker to the unit, but is not sure what should be done next. The service technician makes a phone call to the internal help team, but they aren't sure how to provide guidance as they cannot see what exactly the service technician is looking at and the service technician cannot describe it.

What should the company implement to handle this sort of issue?

- A. Microsoft Teams
- B. Resource Scheduling Optimization
- C. Microsoft Dynamics 365 Guides
- **D. Microsoft Dynamics 365 Remote Assist**

정답: D

설명:

Topic 2, Contoso Case study General Overview

Contoso is a large international manufacturing company that has offices around the world with service and scheduling departments in each office. In addition, Contoso has sales reps throughout the world.

Contoso has main offices in North America, Europe and Asia, with global headquarters based in Redmond, Washington, USA.

Each of the regional offices has their own sales and service teams. The regional HQ locations also include sales and services leaders and executive management. Global HQ houses company executives for various departments, including sales and service.

Office hours are from 8:00 am to 6:00 pm, every day of the week except holidays, which have no work hours.

This applies to all offices, using their local time zone. Third-party contractors handle work outside of normal work hours at a higher rate. Field Service staff Contoso's service technicians around the world will be a combination of internal employees and third-party contractors.

* Pay type is Straight for regular work hours, and Overtime for work on holidays and after hours.

* All technicians have the capacity of handling just one job at a time, while supervisors can handle 2 jobs at a time.

Contoso's internal field service employees:

* Begin and end their workday at their home of record.

* Have a default office location / regional office.

* Are assigned to multiple territories.

All third-party contractors:

* Begin and end their workdays at their office location.

* Have a default office location / regional office.

* Are assigned to only one territory.

Dispatchers:

* Work at the Main office for their region

* Assigned to all territories in the region.

* Have privileges to customize their Schedule Boards.

All field service technicians will utilize the Field Service mobile app.

* Contoso employees will have full field service licenses, while third-party contractors will not.

* Field Service technicians will not have access to Leads, Opportunities or other sales-specific data.

* Dispatchers can see all data for their region, though they will mostly be scheduling for only one territory.

Contoso has several classes to distinguish the capability and training level of its field technicians. All work order bookings need to respect these classes and book resources accordingly.

Org structure setup

Contoso currently uses Dynamics 365 Customer Engagement for leads, opportunities, quotes and orders.

There are currently 200 sales users in North America, 500 in Europe and 400 in the Asia-Pacific region.

The Contoso physical environment is structured in the following manner, with the roles noted.

Location	Location Details	Roles
Redmond, WA	<ul style="list-style-type: none"> Global HQ North America HQ 	<ul style="list-style-type: none"> Executive Management Sales Executives
Chicago, IL	North America Midwest Regional Office	<ul style="list-style-type: none"> Sales Reps Sales Managers Regional Sales Manager
Los Angeles, CA	North America West Coast Regional Office	<ul style="list-style-type: none"> Sales Reps Sales Managers Regional Sales Manager
New York, NY	North America East Coast Regional Office	<ul style="list-style-type: none"> Sales Reps Sales Managers Regional Sales Manager
Montreal, QC	North America Canada Regional Office	<ul style="list-style-type: none"> Sales Reps Sales Managers Regional Sales Manager
City of Manila, Philippines	<ul style="list-style-type: none"> APAC HQ Philippines Regional Office 	<ul style="list-style-type: none"> Sales Reps Sales Managers Sales Director Regional Sales Manager Executive Management
Kolkata, India	<ul style="list-style-type: none"> APAC India Regional Office 	<ul style="list-style-type: none"> Sales Reps Sales Managers Regional Sales Manager



Field Service structure

Contoso's field service technicians respond to all installation work orders with two human resources:

- * One licensed technician (Level 3). and...
- * One apprentice technician. Apprentices can be either Level 1 (new trainee) or Level 2 (halfway through training).

In many cases installation work also requires the use of specialty tools, depending on what is being installed. The current system does not have any way to track the level of skill for each resource, nor the uses for the specialty tools. This is handled as "tribal knowledge." Preventative maintenance work orders can be handled by one resource if they are a Level 2. If the resource is a Level 1, they must be accompanied by a Level 3 resource, and vice versa.

All field service technicians are required to complete OSHA training annually. In their first year of apprenticeship they must complete the full 40-hour course. In the next 2 years they must complete the 8-hour refresher course. This cycle repeats every 3 years for the duration of their employment.

In the current system, when a technician has finished with a work order, they turn in the paper copy with their notes to the dispatcher. The dispatcher then gives that information to a back-office employee, who will check the work order to ensure accuracy before creating an invoice. Contoso wishes to automate this exact process in the new system.

Customer base

About half of Contoso's customer base includes Not For Profit service organizations. The implications for billing are complex, so it's important that Tax Exempt Status be noted for all Accounts and flow through to all Work Orders. NFP Customers who are

associated with government entities will pay for travel time; other customers will not. This information should flow from the Billing Account to all associated Service Accounts.

Most Contoso customers sign agreements for Preventative Maintenance. Contoso uses templates and incidents to ensure services standards are the same across all regions. Preventative Maintenance agreements include monthly inspection and quarterly cleaning and inspection, with billing occurring quarterly.

Remaining consistent

Contoso plans to keep the current data structure and extend it to the new Field Service functionality.

Field Service users will fall under the same organizational structure currently implemented for the sales staff.

* Field service technicians will only be able to see their assigned work orders and bookings.

* Dispatchers will be able to see all work orders and bookings for the region- Planned changes Contoso plans to implement Dynamics 365 Field Service with mobile access. They will be using incidents, work orders, bookings and invoicing. The following requirements were gathered during analysis:

1. Work Orders and Scheduling.

- o Automated and suggestion-based scheduling.

- o Scheduling based on required technician skills and number of technicians needed.

- o Schedule resources based on location, minimizing travel time when possible.

- o Technicians must be onsite within 3 hours of an emergency Work Order being assigned to them.

- o The travel time should automatically update upon changing a booking.

2. Agreements

- o Setup and create work orders, bookings and invoices for preventative maintenance with work orders automatically created 14 days before PM is due.
- o Escalation of Work Orders based upon agreed customer commitment.
- o Ability to designate clients as Preferred, with special pricing.

3. Products and Services

- o Warehousing and inventory management processes will be implemented, including tracking products moved onto trucks for installation at customer sites.

- o Implement a parts return process that includes having a technician uninstall the part to be returned.

- o Multiple price lists will be used, divided into Gold, Silver and Bronze levels, based on the spending level of each customer.

- o Internal teams need the capability to associate a 3D image to a Customer Asset record.

- o Products added to a work order should be set to Allocated.

4. Resources

- o Implement Company Holidays for North American regions, o Implement Paid Time Off for all regions.

- o Specialty equipment will be scheduled on work orders as needed.

- o Training and skill levels will be noted as appropriate for resources.

5. System

- o Geocoding will be activated throughout the system.

- o Territories will be used for Accounts, Resources and Work Orders.

Technical requirements

Contoso identified the following technical requirements:

1. Invoking

- o Auto creation of invoices upon work completion.

- o 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.

- o Travel time is billable for all field service technicians, pay type Travel, which should be noted on all Service Accounts.

2. Resources

- o Contractor technicians require access to work order and customer details once assigned to a booking.

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

3. Products and Services

- o All parts that are removed from a customer's equipment must be returned to the Main warehouse.

- o Products to be marked as Assets will be configured accordingly.

- o All products that will become Assets require installation by a technician.

- o All products are received into the Main warehouse.

4. Work Orders

- o The ability to have templates for work orders; The templates will provide guidance for technicians along with recommended products and default services.

- o Once a work order is posted it should no longer show on views.

- o Contoso will use the "out of the box" work order statuses to begin, though they may be changed in later phases of the project.

5. Scheduling

- o Once a work order is scheduled, do not change the time.

- o Work Orders scheduled to technician(s) who do not have the desired skill set and level should show a warning.

6. Security and access

- o Safeguards must be in place for the data on the Field Service Mobile App if a technician loses his mobile phone or tablet device, o

The Field Service Administrator needs the ability to update the defaults for the schedule assistant.

7. Accounts

- o Any Service Accounts that do not have a Billing Account noted should show a warning.
- o Any Billing Accounts that do not have a Price List noted should show a warning.

질문 # 154

You need to create a Preventative Maintenance Agreement that meets Contoso standards and requirements.

Which five 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.

Microsoft

Order

kr.fast2test.com

Actions

- Create an agreement with no incident.
- Add one agreement schedule for both monthly and quarterly visits.
- Create an agreement with the PM incident selected.
- Add two agreement schedules, one monthly and one quarterly.
- Set agreement to Active.
- Set Auto Generate Work Order to Yes.
- Set Invoice Recurrence to Monthly, recur every 3 months.

정답:

설명:

Answer Area

- Create an agreement with the PM incident selected.
- Add two agreement schedules...
- Set agreement to Active.
- Set Auto Generate Work Order to Yes.
- Set Invoice Recurrence to Monthly, recur every 3 Months.

Microsoft

- 1 - Create an agreement with the PM incident selected.
- 2 - Add two agreement schedules...
- 3 - Set agreement to Active.
- 4 - Set Auto Generate Work Order to Yes.
- 5 - Set Invoice Recurrence to Monthly, recur every 3 Months.

질문 # 155

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Fast2test의 인지도는 고객님께서 상상하는것보다 훨씬 높습니다. 많은 분들이 Fast2test의 덤프공부가이드로 IT자격 중 취득의 꿈을 이루었습니다. Fast2test에서 출시한 Microsoft인증 MB-240덤프는 IT인사들이 자격증 취득의 험난한 길에서 없어서는 안될중요한 존재입니다. Fast2test의 Microsoft인증 MB-240덤프를 한번 믿고 가보세요. 시험불합격 시 덤프비용은 환불해드리니 믿어봐야 본전 아니겠습니까?

MB-240최신 덤프공부자료 : <https://kr.fast2test.com/MB-240-premium-file.html>

만약 Fast2test에서 제공하는 Microsoft MB-240인증 시험덤프를 장바구니에 넣는다면 여러분은 많은 시간과 정신력을 절약하실 수 있습니다, IT업계 엘리트한 강사들이 퍼펙트한 MB-240시험자료 덤프문제집을 제작하여 디테일한 시험문제와 답으로 여러분이 아주 간단히 MB-240인증 시험을 패스할 수 있도록 최선을 다하고 있습니다, Microsoft

