

Quiz Microsoft - Trustable MB-240 - Microsoft Dynamics 365 Field Service Functional Consultant Valuable Feedback



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This Microsoft test will measure your specific skills and knowledge. This expertise is an integral part of the exam topics. It is recommended that the students review the objectives and develop competence in each knowledge area before attempting this certification test. The following are the details of the domains covered in Microsoft MB-240:

Field Service Application Configuration: 15-20%

- Configuring Settings: Within this subtopic, the candidates should be able to demonstrate their skills in explaining and configuring the required security functions and resources. The topic will also measure the examinees' expertise in explaining the required entities and customizing entities to fulfill the prerequisites. In addition, the test takers will need to show their skills in configuring proficiency models, skills and characteristics, and technician time tracking. Their expertise in configuring and determining the required skill types and enabling the schedule board geo-coding will be measured.
- Configuring Bookable Resources: The candidates will be required to demonstrate competence in managing bookable resources, configuring geo-coding, enabling mapping functionality, and configuring pay rates and types. This subdomain will also evaluate their skills in managing time-off requests, installing crews and resource pools, determining address types to use, and explaining use cases for crews, resource groups, and resource pools.
- Configuring Product & Service Pricing: This area requires one's competence in defining tax codes, associating services and products with price lists, and configuring minimum durations and charge amounts.
- Integrating Tools with Field Service: This section will measure the ability of the students to utilize Power Automate flows in automating tasks and enhancing Dynamics 365 Field Services. It will also evaluate their ability to explain the use cases for the collection of customer feedback with Dynamics 365 Customer Voice.

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These MB-240 certification exam's benefits assist the MB-240 exam dumps to achieve their career objectives. To do this you just need to pass the Microsoft Dynamics 365 Field Service Functional Consultant (MB-240) exam which is quite challenging and demands complete MB-240 exam questions preparation. For the quick and complete Microsoft MB-240 PDF Questions

preparation you can get help from Exam4Docs. The Exam4Docs is a leading platform that offers valid, updated, and real MB-240 Questions that are particularly designed for quick and complete MB-240 exam preparation.

Microsoft MB-240 exam is specifically designed for professionals who want to take their career to the next level in the field of Dynamics 365, specifically in the field service module. Microsoft Dynamics 365 Field Service Functional Consultant certification is intended for those who want to become functional consultants in Dynamics 365 Field Service. MB-240 Exam is designed to test the candidate's ability to design, configure and implement Dynamics 365 for Field Service Solutions to meet the customer's requirements.

Microsoft Dynamics 365 Field Service Functional Consultant Sample Questions (Q191-Q196):

NEW QUESTION # 191

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. Incident Type**
- D. Booking Rules

Answer: C

Explanation:

Section: Configure field service applications

Explanation/Reference:

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/configure-incident-types>

NEW QUESTION # 192

You plan to convert products that you use on work orders to customer assets. You need to automatically create customer assets for all work orders.

How should you configure the products?

- **A. On the Product record, set the value of Convert to Customer Asset to Yes.**
- B. On the Work Order Product record, set the value of Convert Product to Customer Asset to Yes.
- C. On the Work Order Type record, set the value of Product to Customer Asset to Yes.
- D. On the Incident Type record, set the value of Product to Customer Asset to Yes.

Answer: A

Explanation:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/configure-set-up-customer-assets>

NEW QUESTION # 193

Your customer asks you to create a dashboard.

The application must meet the following requirements:

* Capture work orders, asset information, and customer information.

* Allow actions to be taken directly from the dashboard.

* Allow data filtration.

You need to determine the type of dashboard you should create in the app designer. Which type of dashboard should you create?

- A. Single-stream interactive
- B. Classic
- **C. Multi-stream interactive**

- D. Power BI

Answer: C

NEW QUESTION # 194

You are the lead consultant on a Dynamics 365 Field Service implementation. Your customer wants the system to be set up for inspections.

You need to implement an inspection lifecycle as it relates to a work order. In working with your customer, which live actions should you perform in sequence? To answer, move the five appropriate actions from the list of actions to the answer area. Arrange the five actions in the correct order.

Actions		
Associate the inspection to an Asset.	 Microsoft exam4docs.com	(Up)
Set up the Branch Scripting options table.		(Down)
Create an Inspection Form.		(Up)
Associate the Inspection Form with a Task on an Incident Type.		(Down)
Add the Incident Type to the work order.		(Up)
Record when technician completes the inspection on the work order.	(Down)	
View the results of the inspection.	(Up)	

Answer:

Explanation:

Answer Area

Create an Inspection Form.

Associate the Inspection Form with a Task on an Incident Type.

Add the Incident Type to the work order.

Record when technician completes the inspection on the work order.

View the results of the inspection.

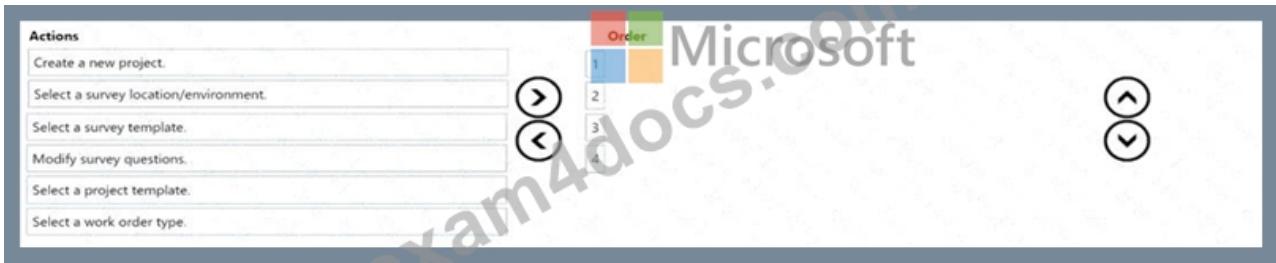
- 1 - Create an Inspection Form.
- 2 - Associate the Inspection Form with a Task on an Incident Type.
- 3 - Add the Incident Type to the work order.
- 4 - Record when technician completes the inspection on the work order.
- 5 - View the results of the inspection.

NEW QUESTION # 195

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

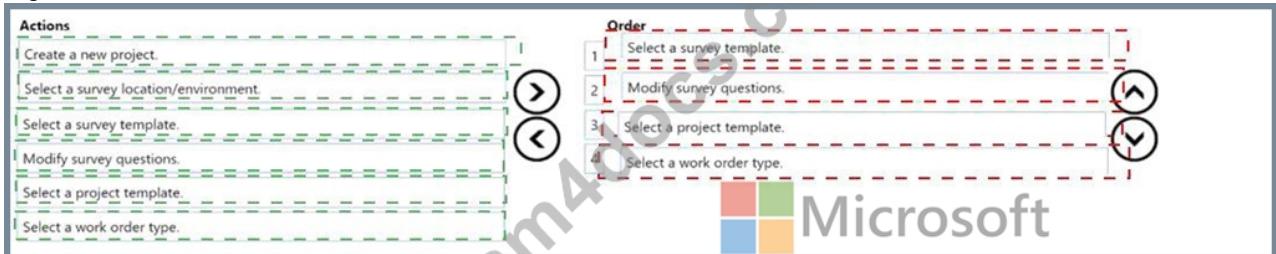
You need to create a survey which will be sent automatically to a customer once their work order is completed.

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:



Explanation:



NEW QUESTION # 196

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