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>> Microsoft MB-240考題 <<

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問題 #84

All delivery charges must be automatically added to any Delivery work order, and the price must be set and locked. The delivery charge must be set up in a way so that it is invoiced upon delivery completion.

Which three steps should you take to set up the invoice? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point.

- A. Add the Delivery Charge product to the delivery incident type. Set Quantity to 1
- B. Create a business rule to set the Delivery Charge work order service line status to Used, set Duration to 1 hour and Amount to \$75.00. Make Duration and Sale Amount details read only with the business rule.
- C. Create a Delivery Charge Product Record. Set Field Service Product Type to Non-Inventory.
- D. Create a Delivery Charge Product Record. Set Field Service Product Type to Service.
- E. Create a business rule to set the Delivery Charge work order product record line status to Used, and ensure Unit Amount is 75.00 Make Quantity and Amount fields read only

答案: A,D,E

問題 #85

Your company hires a consultant to help them determine the best way to efficiently dispatch the best technicians to customer sites. The consultant suggests that for phase one, your company should use a proficiency model that includes four ratings:

- In Training, rating 1
- Familiar, rating 3
- Proficient, rating 5
- Expert, rating 7

You need to evaluate this proficient model.

Which three statements apply to this proficiency model? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. There are multiple proficiency models available out of the box?and you must choose one of them.
- B. This proficiency model would need to be created.
- C. This information above is all that is needed to create a proficiency model.
- D. This proficiency model cannot be created because the ratings numbers have gaps.
- E. This proficiency model can be created even though the ratings numbers have gaps.

答案: B,C,E

問題 #86

The field service team manager needs you to give a new technician user access to the system. The technician will use the mobile application to fill out work orders when they are onsite doing field work to repair factory motors at customer sites. When the dispatcher takes vacation, the new technician user will manage dispatcher functions.

Which two field service security roles will the new technician user need? Each correct answer presents part of the solution.

- A. Field Service-User
- B. Field Service-Dispatcher
- C. Field Service-Mobile User
- D. Field Service-App Access and Field Service -Resource

答案: B,D

解題說明:

Section: Configure field service applications

Explanation/Reference:

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/view-user-accounts-security-roles#field-service-roles>

問題 #87

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

答案： C

解題說明：

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

問題 #88

DRAG DROP

You are a new Dynamics 365 for Field Service Administrator for a manufacturing firm.

Your manager has asked you to configure the system to enable scheduling for maintenance of equipment at customer sites. It is against company policy to dispatch resources to sites with known issues such as credit or safety holds. Many site visits may require more than one technician to be sent for the repair.

Which resource scheduling component should be used for each task? To answer, drag the appropriate resource scheduling component to the appropriate task.

Each resource scheduling component 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.

Select and Place:

□

答案：

解題說明：

□ Section: Schedule and dispatch work orders

問題 #89

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