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Microsoft MB-240 exam is designed for individuals who want to become certified as a Microsoft Dynamics 365 Field Service Functional Consultant. MB-240 exam is targeted at professionals who have a deep understanding of Field Service and have experience with configuring and customizing the Dynamics 365 Field Service application. MB-240 Exam measures the candidate's ability to design, configure, and implement Field Service solutions that meet the needs of customers.

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## Microsoft MB-240: Exam Content

The Microsoft MB-240 Exam can only be taken in the English language. The candidates have to pay the fee of \$165 to register for it. This certification test covers different question formats, including case studies, drag and drop, active screen, build list, short answer, and multiple choice. The number of questions varies from exam to exam and ranges from 40 to 60. The learners are allowed 120 minutes to complete the test.

## Microsoft Dynamics 365 Field Service Functional Consultant Sample Questions (Q13-Q18):

### NEW QUESTION # 13

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.

□

**Answer:**

Explanation:

□ Explanation  
□

**NEW QUESTION # 14**

You work for a recycling company that provides customers with large compactor units to collect their recyclable materials. The compactor units are comprised of two separate components: a container to collect the recyclable materials and a separate component that compacts the recyclable materials to make them easier to transport.

These containers are expensive, and the components tend to break down frequently, requiring ongoing maintenance and repairs.

You need to easily track the containers that your company has at each client location and maintain a service history for each of the sub-components.

- A. Configure the customer inventory records individually, in order to maintain the service history at the parent component level.
- B. Configure the customer asset records hierarchically, and maintain service history at the service account level.
- **C. Configure the customer asset records hierarchically, and maintain service history at the sub-component level.**
- D. Configure the customer inventory records in a hierarchy, and maintain service history at the subcomponent level.

**Answer: C**

Explanation:

Topic 3, Plumbing and heating company Case study

Company overview

LitWare Inc. is a plumbing and heating company which provides installation, maintenance, and repair services in United States (U.S.) and Canada.

LitWare also offers various installation and repair services such heating, venting, and air conditioning (HVAC), plumbing, and roofing for commercial customers using their employees and subcontractors.

Company structure and resources

The company has three main types of services, each offering a different combination of service personnel.

1. Training services provide training to LitWare employees and subcontractors to perform the work in the regions serviced

2. Unplanned maintenance services address emergency repair requests for their customers.

\* Dispatchers are assigned to all territories in a region Dispatchers assign repair and installation work to repair technicians based on their skills.

\* Repair technicians in employees and subcontractors

3. Planned maintenance services perform regular and planned checks for their customers.

\* Inspectors are assigned to all regions based on skills and expertise.

\* Installers are assigned to multiple territories in a geographic region 1 Repair technicians are employees and subcontractors

\* Dispatchers are assigned to all territories in a region. Dispatchers assign repair and installation work to technicians based on skills.

All the inspection, repair, and installation employees utilize the field Service mobile app Dispatchers can see all work request data for their region and see all the bookable resources.

Job structures

typical job assignments are as follows:

\* Inspections: 1 -2 resources

\* Installations: minimum 2 resources. 1 expert

\* Repairs: 1-3 resources

Skills and certifications

The following spreadsheet tracks the skills and certifications earned by each internal employee:

□ The Service areas are:

□ For each type of job, there must be at least one certified or highly experienced resource on the job.

Their current system does not have a way to maintain the availability of a service, maintain the subcontractor's insurance details, certifications, and more options for inspectors. All work is printed out and provided as a hard copy to the resources. It is not easy to distribute the new updated materials for the service c\* share the new troubleshooting guides.

Planned changes

LitWare plans to implement Dynamics 365 Field Service. The requirements gathered during analysis are:

Work orders and scheduling

\* Scheduling based on resource skill and number of required resources based on job type and duration.

\* Planned Maintenance emergency calls take priority over other types of jobs.

\* Schedule resources based on location, maximizing total work hours and then minimizing drive time.

- \* Ability to track technician time.
- \* Ability to configure rates and pay types.
- \* Ability to easily see when a resource is on Time Off on the schedule board
- \* All resource time-off requests should be approved by both their manager and their line manager Service contracts
- \* Set up and create a Planned Maintenance type of contract.
- \* Define the coverage of the regions by the work.

#### Inspection management

- \* Ability to configure inspections.
- \* Ability for inspections to be linked with work orders and customer assets.

#### Resources

- \* Implement company holidays for U.S. and Canada.
- \* Implement various pay types based on overtime, weekends and holidays, travel and regular time.
- \* Implement paid time off.
- \* Ability for resource calendars to reflect resource time off and work hours.
- \* Access to jobs assigned for the day.
- \* Ability to capture the validity of the insurance and send a 90-day reminder notification before the expiry.
- \* Activate geocoding throughout the system.
- \* Use territories for accounts, resources, and work orders.
- \* Enable Microsoft SharePoint Integration.

#### Field Service mobile app

- \* Ability for technician to access work orders and asset details.
- \* Ability to perform inspections on the mobile app
- \* Ability to work through offline mode.
- \* Ability to enter time for The work.

#### Technical Requirements

Resources require the ability to:

- \* Configure work hours templates based on their time zone.
- \* Access and view their skill, skill level, and certification data
- \* Certifications set to expire over the next 90 days should show highlighted in Yellow. o Certifications already expired will show in Red.
- \* Access documents either online or offline.
- \* Have the "time-off requests enabled for approval by default for resource who has skill of electrical, and have the requests approved by both their manager and line manager.

#### Work orders

- \* The ability to have templates for work orders.
- o Templates will provide guidance for technicians, and help recommend products and default services.
- \* Work orders created from a PM contract need to have a status a Service Contract Inspections:
- \* Ability to configure advance inspections with conditional logics based on the questions,
- \* Ability to use the latest inspections for analytics on a weekly basis.
- \* Ability to perform ad-hoc inspections with assets.
- \* Ability for users to export responses.

#### Security and access

- \* Technicians in the field should only see work orders scheduled for today.
- \* Technicians should have the option to enter manual time.
- \* Technicians should have the option to complete the inspections.
- \* Technicians should have the ability to access relevant apps to complete the job.
- \* Technicians should have the ability to access the guides.
- \* Administrators should have access to the technician usage of the guides.

### NEW QUESTION # 15

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:

□

- 1 - Create a new view in the Lead entity with the required ...

- 2 - Name the view as "Unscheduled Leads" with the...
- 3 - Create a new view in the Resource Requirement entity...
- 4 - Open the schedule board and add a new tab with the...

### NEW QUESTION # 16

You are setting up assets for a customer.

The VP of Field Service wants to have greater visibility to all the serialized components of an asset in a hierarchical view.

Solution: You define the Top-Level Asset with as many parent-child sub-assets as necessary, rolling up for viewing in a hierarchy. Does this meet the goal?

- A. No
- B. Yes

**Answer: A**

### NEW QUESTION # 17

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 # 18

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