TOP Exam MB-240 Questions - Valid Microsoft Microsoft Dynamics 365 Field Service Functional Consultant - MB-240 Test Preparation

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Microsoft Dynamics 365 Field Service Functional Consultant Sample Questions (Q202-Q207):

NEW QUESTION # 202

Your company has work orders and incident types of varying lengths. You add products, services, and service tasks to incident types. Some incident types do not include services and service tasks. Which two statements are true? Each correct answer presents a complete solution.

- A. You can manually overwrite duration only if none of the service task types associated with the incident type have a duration specified.
- B. The duration is the sum of the duration for all the service task types that are included in the incident type.
- C. The duration is the sum of the duration for all services that are included in the incident type.
- D. You can manually overwrite duration only if none of the services associated with the incident type have a duration specified.

Answer: A,B

Explanation:

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

NEW QUESTION # 203
You are a Dynamics 365 for Field Service scheduling coordinator.
When you select the Book button on a work order, TechnicianA never shows up as available.
You need to update the system to see TechnicianA's availability.
What should you do?

- A. Set Display on Schedule Board to Yes on the TechnicianA bookable resource record.
- B. Set Ignore Proposed Bookings to Yes on the Schedule Assistant view.
- C. Set Real Time Mode to Yes on the Schedule Assistant view.
- D. Set Enable for Availability Search to Yes on the TechnicianA bookable resource record.

Answer: D

Explanation:
Section: Schedule and dispatch work orders
Explanation/Reference:
References:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/set-up-bookable-resources

NEW QUESTION # 204
You are a Dynamics 365 for Field Service scheduling coordinator.
When you select the Book button on a work order, TechnicianA never shows up as available.
You need to update the system to see TechnicianA's availability.
What should you do?

- A. Set Display on Schedule Board to Yes on the TechnicianA bookable resource record.
- B. Set Ignore Proposed Bookings to Yes on the Schedule Assistant view.
- C. Set Real Time Mode to Yes on the Schedule Assistant view.
- D. Set Enable for Availability Search to Yes on the TechnicianA bookable resource record.

Answer: D

Explanation:
Section: Schedule and dispatch work orders
Explanation:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/set-up-bookable-resources

NEW QUESTION # 205
You are implementing the schedule board for a HVAC (heating, ventilation, and air conditioning) company. The company has two dispatchers in their own territories who only schedule resources within their territory.
You need to configure the schedule board so that each dispatcher only sees resources who belong in their territory, as well as work orders to be scheduled in their territory.

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 - Ensure the time zone is set for each territory.
2 - Ensure each resource has the appropriate...
3 - Create a schedule board tab for each territory..
4 - Add the service territory to each tab and...

NEW QUESTION # 206

One of your Microsoft Dynamics 365 customers is an existing user of Microsoft Power Pages for their clients and partners. They want to enable the Field Service feature in the portal to allow their clients to track technicians and book an appointment from the portal.
You need to provide a recommendation about the Field Service customer experience portal.
What should you recommend?

- A. Select the Partner portal template to deploy the Field Service customer experience portal.
- B. Deploy the Field Service customer portal as a standalone experience.
- C. Select the Customer Self-service portal template to deploy the Field Service customer experience portal.
- D. Deploy the Field Service customer experience package with any portal.

Answer: B

NEW QUESTION # 207

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