

MB-240合格体験記 &有効的なMB-240教育資料最高の製品をお届けしますMicrosoft Dynamics 365 Field Service Functional Consultant



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この試験では、インストールと構成、スケジューリングとディスパッチ、サービス契約と契約、在庫管理、モバイルデバイス管理など、ダイナミクス365フィールドサービスに関連するさまざまなトピックをカバーしています。この試験では、Dynamics 365 SalesやDynamics 365カスタマーサービスなど、他のDynamics 365アプリケーションとの統合に関する候補者の知識もテストします。

>> MB-240合格体験記 <<

MB-240教育資料 & MB-240受験内容

質の良いMicrosoftのMB-240試験トレーニング資料が見つけれないので、まだ悩んでいますか。CertShikenのMicrosoftのMB-240試験トレーニング資料は豊富な経験を持っているIT専門家が研究したもので、問題と解答が緊密に結んでいるものです。他のサイトの資料はそれと比べることすらできません。その正確性も言うまでもありません。CertShikenを選ぶのは成功を選ぶのに等しいと言えます。

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Microsoft Dynamics 365 Field Service Functional Consultant 認定 MB-240 試験問題 (Q186-Q191):

質問 # 186

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.

Resource Crew
Requirement Group
Schedule Board
Booking Rule
Incident type
Booking Resource Booking

Heavy machinery repair requires three technicians as well as a safety inspector to be sent to the site. Additionally, power testing equipment must be sent to complete the inspection.

Dispatchers must be able to locate the resources needed for the heavy machinery repair within a single search to allow for efficient scheduling.

Dispatchers and scheduling administrators must have a way to easily review all resource availability and be able to schedule the work order.

When customers on credit hold request service, no technician can be sent and dispatchers must be alerted of the credit hold status.



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正解:

解説:

Resource Crew
Requirement Group
Schedule Board
Booking Rule
Incident type
Booking Resource Booking

Heavy machinery repair requires three technicians as well as a safety inspector to be sent to the site. Additionally, power testing equipment must be sent to complete the inspection.

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Resource Crew

Schedule Board

Schedule Board

Booking Rule

Explanation:



Microsoft

Heavy machinery repair requires three technicians as well as a safety inspector to be sent to the site. Additionally, power testing equipment must be sent to complete the inspection.

Resource Crew

Dispatchers must be able to locate the resources needed for the heavy machinery repair within a single search to allow for efficient scheduling.

Schedule Board

Dispatchers and scheduling administrators must have a way to easily review all resource availability and be able to schedule the work order.

Schedule Board

When customers on credit hold request service, no technician can be sent and dispatchers must be alerted of the credit hold status.

Booking Rule

質問 # 187

You are the lead consultant on a Dynamics 365 Field Service implementation (or a commercial landscaping company. Some jobs require landscape technicians to be scheduled on a job (or multiple days).

What are three ways technicians can be scheduled over multiple days? Each correct answer presents a complete solution. NOTE: Each correct selection is worth one point.

- A. Using the scheduling assistant
- B. Manually on the schedule board.
- C. Creating a resource group on the Incident type.
- D. Using Resource Scheduling Optimization (RSO).
- E. Scheduling multiple resources to multiple days.

正解: A、B、E

質問 # 188

You are a dispatcher for a cable installation company that provides installation services in multiple territories.

The company is using Dynamics 365 for Field Service to manage their work orders. Every time a work order is created, the dispatch team is manually assigning the work order to a territory in order to book the correct resources.

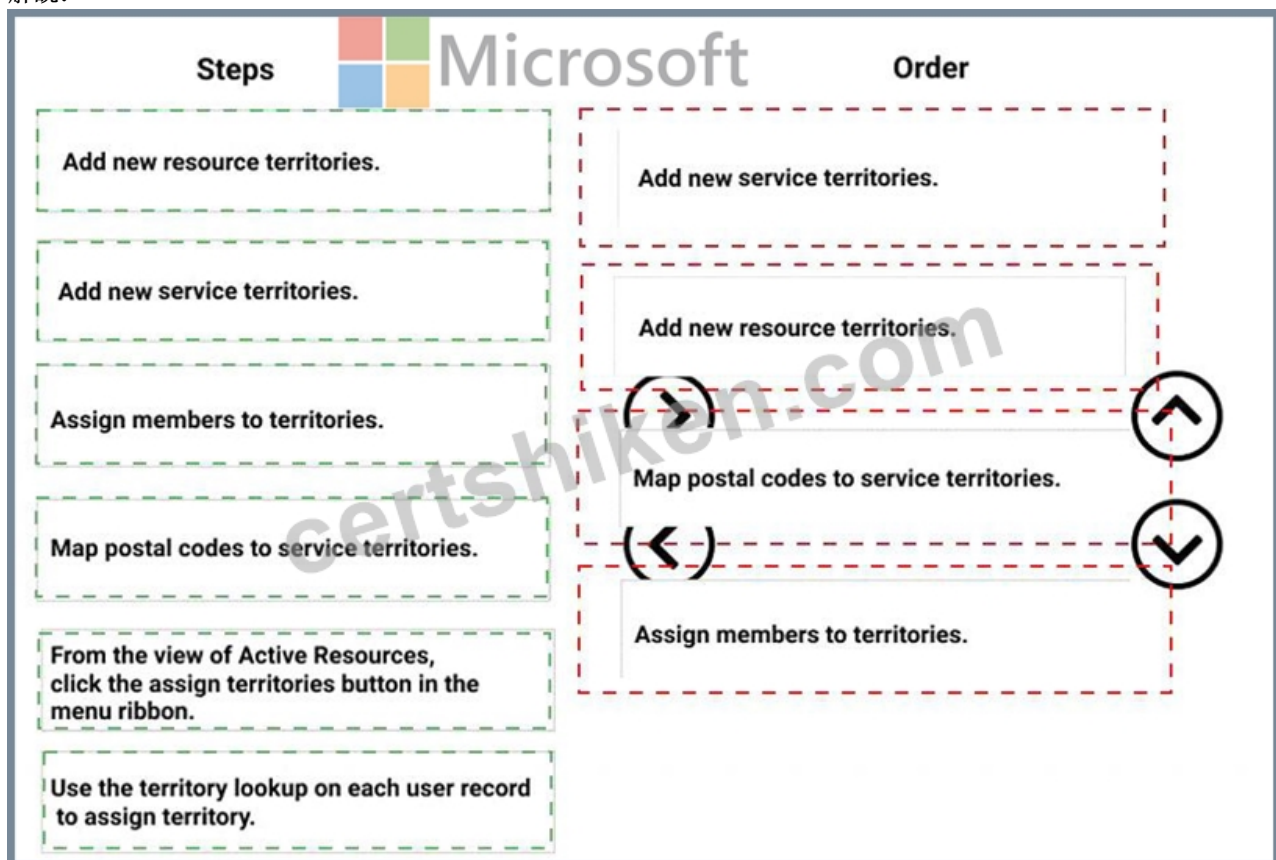
You are tasked with ensuring that Dynamics 365 will automatically assign work orders to territories so that the dispatcher can search for the correct resources.

Which four steps, in sequence, must be configured to ensure that when work orders are created they will automatically be mapped to the correct territory? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Steps	Order
Add new resource territories.	
Add new service territories.	
Assign members to territories.	⬆
Map postal codes to service territories.	⬅
From the view of Active Resources, click the assign territories button in the menu ribbon.	
Use the territory lookup on each user record to assign territory.	⬇

正解:

解説:



Order

Add new service territories.

Add new resource territories.

Map postal codes to service territories.

Assign members to territories.

質問 # 189

Your organization wants to use the new Microsoft Dynamics 365 Field Service mobile app.

You need to ensure this app works for the technicians.

Which three 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.

NOTE: More than one order of answer choices is correct. You will receive credit for any of the correct orders you select.

Actions	Order
Assign System Administrator role for the app.	1
Access the Field Service model-driven app and select Manage Roles .	2
Assign Field Service-Administrator role for the app.	3
Access the Field Service mobile app and select Manage Roles .	
Assign Field Service-Resource role for the app.	
Assign Field Service-Dispatcher field security profile to the app.	

正解:

解説:

Answer Area



Access the Field Service mobile app...

Assign Field Service-Resource role for...

Assign Field Service-Dispatcher field security..

- 1 - Access the Field Service mobile app...
- 2 - Assign Field Service-Resource role for...
- 3 - Assign Field Service-Dispatcher field security..

質問 # 190

You are a Dynamics 365 for Field Service Mobile (FSM) customizer.

Technicians report that they are not seeing their Bookings in the FSM app.

You need to investigate why they cannot see their bookings.

What are three actions you must take to perform your investigation? Each correct answer presents a complete solution.

- A. Check sync filter on Bookable Resource Booking View.
- B. Check Drip Scheduling setting on the Bookable Resource.
- C. Check if sync filter on Bookable Resource Booking entity is too restrictive for offline mode.
- D. Check that FSM app is syncing to server.
- E. Check if sync filter on Bookable Resource entity is too restrictive for offline mode.

正解: B、C、E

解説:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/mobile-faq-bookings-not-showing>

質問 # 191

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MB-240教育資料: <https://www.certshiken.com/MB-240-shiken.html>

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- [illegible]

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