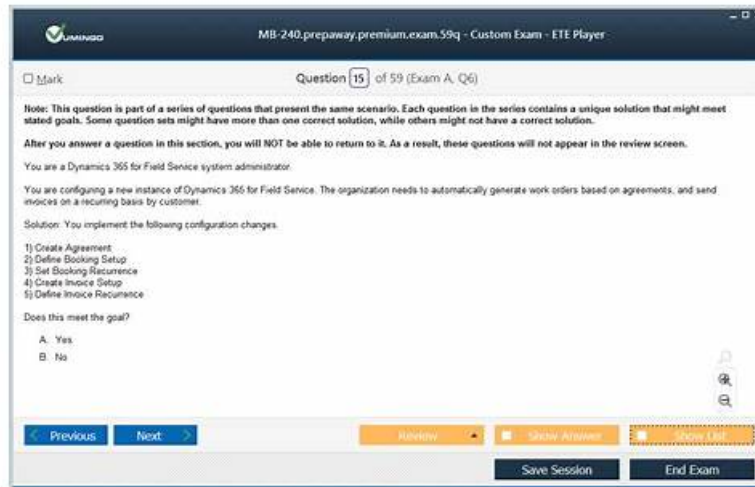


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## Skills Tested in Microsoft MB-240 Exam

According to the blueprint of this test, candidates will need to demonstrate the following skills if they want to pass MB-240 exam:

- **Work order dispatch and scheduling**

Within this topic, the candidates' knowledge of managing scheduling options will be tested. Therefore, they should learn how to use Schedule Assistant and Board systems as well as configuring Quick Book features. Another subtopic included in this section focuses on implementing schedule boards. Thus, candidates should become skilled in identifying Booking Requirements features and use or know how to manually schedule work orders. Schedule Assistant implementation together with resource scheduling optimization is also tested in this chapter. The candidates should also demonstrate that they know how to configure Universal Resource scheduling. This means that they should become proficient in describing use cases for this system and restrict booking status values depending on the entity requirements.

- **Field service mobility management**

This part includes topics dedicated to mobile app installation. Candidates will go through all configuration stages meaning that they will learn how to identify the requirements for the supported platforms. Also, they should be prepared to work offline and use the Field Service Mobile app for Dynamics 365 Remote Assistant and Connected Field Service. Another subtopic included in this section is dedicated to mobile app configuration. So, the candidates should know how to configure the steps and actions for Field Service Mobile management and application. Also, they should know how to configure sync filters and offline data, as well as customizing Mobile Offline capabilities.

- **Work order management**

Within this scope, the candidates will need to demonstrate their expertise in describing the lifecycle of a work order. Therefore, they should know how to configure work orders or booking status depending on the business context. Also, they should know how to manage and create work orders and be prepared for incident management. Managing and creating agreements is an additional topic included in this section. Overall, here, applicants will get to know more about functional locations, inspections, dashboards for field service metrics, incident kinds, automatic generation, invoices, and SLAs.

## Skills measured

- Implement Connected Field Service (10-15%)
- Manage work orders (15-20%)
- Configure field service applications (15-20%)

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## Microsoft Dynamics 365 Field Service Functional Consultant Sample Questions (Q10-Q15):

### NEW QUESTION # 10

A dispatcher asked you to customize Fulfillment Preferences in Dynamics 365 field Service to influence how the schedule assistant displays results for single-day requirements. You need to create a fulfillment preference.

Solution: Add intervals and time groups together always resets intervals when time groups overlap, ensuring a consistent booking sequence.

Does this meet the goal?

- A. No
- **B. Yes**

**Answer: B**

### NEW QUESTION # 11

You are a Dynamics 365 for Field Service scheduler using the Schedule Assistant.

You notice the Schedule Assistant always sets the Default Radius to 25 KM. You need to have the schedule assistant Default Radius set to 50 Miles.

Which two options should you choose? Each correct answer presents a complete solution.

- A. Set the Default Radius Value to 50 under Field Service Settings, Work Order/ Booking section.
- **B. Set the Default Radius Unit to Miles under Field Service Settings, Work Order/Booking section.**
- C. Set the Default Radius Value to 50 under Scheduling Parameters.
- **D. Set the Default Radius Unit to Miles under Scheduling Parameters.**

**Answer: B,D**

Explanation:

<https://docs.microsoft.com/en-us/dynamics365/field-service/configure-default-settings>

### NEW QUESTION # 12

You are implementing Microsoft Dynamics 365 Field Service for your organization.

You are about to finalize the updates to booking statuses. The booking statuses, and corresponding Field Service Status values are:

□ You want technicians' time entries to be generated every time they update the booking status.

Which two steps must you set up to ensure the time entries are correctly generated? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Set the Timestamp Frequency setting to Per Booking Status Change.
- B. Set the Time Entry Generation Strategy setting to Auto-Generate from Booking Timestamps.
- C. Set the Time Entry Generation Strategy setting to Per Booking Status Change
- D. Set the Times tamp Frequency setting to Auto-Generate from Booking Timestamps

**Answer: A,B**

### NEW QUESTION # 13

You are a Dynamics 365 for Field Service Dispatcher.

You need to use the schedule board to find resources for a work order. The work order can be completed by any resource who has the correct piece of equipment and who is available at 9:00 A.M during a selected week.

Which four steps must you take, in sequence, to successfully implement this capability within the schedule board? 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 # 14

You need to create a Preventative Maintenance Agreement that meets Contoso standards and requirements.

Which five 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 an agreement with the PM incident selected.
- 2 - Add two agreement schedules...
- 3 - Set agreement to Active.
- 4 - Set Auto Generate Work Order to Yes.
- 5 - Set INvoice Recurrence to Monthly, recur every 3 Months.

### NEW QUESTION # 15

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