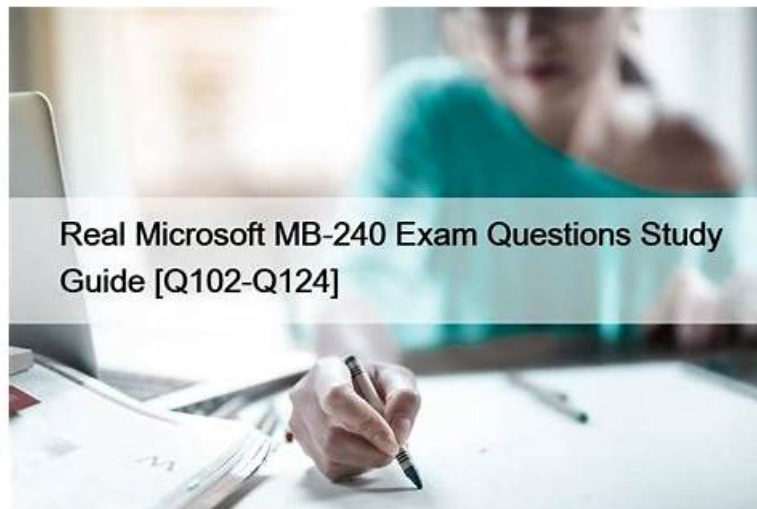


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Microsoft MB-240 Exam Syllabus Topics:

Section	Weight	Objectives
		- Configure Field Service settings
Configure Dynamics 365 Field Service	20%	1. Configure organizational units and resources 2. Set up Field Service parameters
		- Inventory management
Manage Inventory and Assets	15%	1. Track customer assets 2. Manage products and stock
		- Resource scheduling
Schedule and Dispatch Work	20%	1. Use schedule board 2. Optimize scheduling and routing
		- Customer engagement
		1. Service feedback management 2. Customer communication workflows
Field Service Mobile and Customer Experience	20%	- Mobile app configuration 1. Configure Field Service mobile app 2. Enable offline capabilities

- Manage work orders lifecycle

Work Order Management

25%

- 1. Create and manage work orders
- 2. Manage incidents and service tasks

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Microsoft Dynamics 365 Field Service Functional Consultant Sample Questions (Q184-Q189):

NEW QUESTION # 184

You are a Dynamics 365 for Field Service Administrator and work for a manufacturing firm. You are receiving support requests that field engineers are unable to see a custom area entitled "Parts Requests" within the Dynamics 365 Field Service Mobile App. You need to troubleshoot the Dynamics 365 for Field Service mobile app to ensure that the field engineers are able to view the customizations created.

What are the three steps you can take to troubleshoot the issue reported? Each correct answer presents a complete solution.

- A. Verify that the impacted field engineers are enabled to use this project.
- B. Synchronize the Dynamics 365 for Field Service Mobile App.
- C. Ensure that the Dynamics Mobile solution with the appropriate customizations has been published.
- D. Ensure that the Woodford project with the appropriate customizations has been published.
- E. Ensure that a security role has been assigned to the project.

Answer: B,D,E

NEW QUESTION # 185

Case Study 4 - Contoso Ltd

Company background. General overview

Contoso Ltd. is a leading provider of technology services, with clients all around the world.

Contoso Ltd. has over 1,000 offices globally and over 10,000 employees servicing those buildings, from janitorial service people, repair technicians and new project (office setup, painting, furniture) setup resources. Each day, they dispatch these resources to work on and/or repair items in the cluster of buildings within their geographical area.

The major offices are located in North America, Asia Pacific, Europe, and Latin America.



Company background. Concerns

Contoso Ltd. has several key challenges and issues in managing their day-to-day operations and facilities.

Many of their facilities have issues spanning five-to-ten days, before the proper personnel begins to work on the request. In some cases, issues within their facilities cause significant issues for the employees in the building or cause disruptions to customers. For example: An air conditioning issue causes servers to reach a critical temperature. It forces servers to shut down, and Contoso Ltd. must employ their emergency disruption plans.

Additional concerns:

1. Many different and siloed systems to manage requests, and track history and progress.
2. No concise and definitive processes to log, manage and complete requests throughout the organization.
3. No tools and technology to make technicians more effective.
4. Lack of ease for internal customers to log a request for work, provide updates and track progress.
5. The inability to monitor equipment performance and check for anomalies, and then interpret and act upon the data.
6. Lack of insight of historical details for the technicians and building management.
7. Field technicians experience issues trying to work in areas that do not have internet connectivity. Most of the requests are details within an email. As a result, they always carry paper copies of all the requests.
8. The current system lacks the ability to capture real-time data for system critical components, such as air conditioning and heating units, and energy consumption details.
9. Technicians in the field do not have standard devices. Some have iPhones and Android devices, while some use Windows-based laptops, such as the Surface Pro 7.

Field Service background and pain points

Field Service background and pain points. Scheduling and work orders challenges During several discovery sessions, key users (subject matter experts) mentioned the following areas of operation pain points.

Scheduling and work orders

- Outlook and Excel is used to schedule technicians.
- Technicians receive email appointments with the applicable details, and self-schedule work based on their availability.
- Technicians and contractors work primarily in email, and print out the work order details from the email. This has turned into a large amount of paper work orders with cryptic email notes.
- There is zero reporting or insight, and in-house technicians cannot monitor critical equipment to ensure it is working as expected.
- Since the equipment is not monitored, often the breakdown of equipment is what leads to recognition of a potential issue and the scheduling of a work request.

The implementation team recognized, during the initial implementation, that technicians need access to several custom entities.

Without that visibility, the technicians will not be able to complete their work.

Field Service background and pain points. Visibility challenges

Technicians and dispatchers have either limited or zero visibility to:

- Install-base history.
- Real-time readings of equipment.
- Customer Information including detailed request information.
- Customer updates.
- Correct equipment they should be working on. Cannot search or see serial number or barcode of equipment.

There is also no ability to work offline with the data.

Field Service background and pain points. Challenges associated with the team IT staff:

- Are inexperienced when it comes to implementing and managing software implementations, and the ongoing maintenance. They quickly find themselves experiencing issues implementing changes required by the users.
- Struggle with the concept of connected field service. They do not understand the different options, benefits, or the security model.
- Need a solution that can store device data for longer time periods to perform data analysis to better predict device failures.

Technicians:

- Have issues gaining access to the mobile app and receive error messages when trying to connect.
- Cannot access the data offline.

Managers:

- Need mobile access.
- Need access to historical data.
- Need access to a broader and larger amount of data than the technicians.

Field Service background and pain points. Asset management data challenges As a large global company, Contoso Ltd.'s lack of consolidated systems, and systems that track and maintain asset history, has become a significant issue for technicians.

In addition, technicians are constantly being forced to leave in-progress low priority jobs to handle emergency issues. If Contoso Ltd. had the ability to determine when a system would experience a failure, and alert them ahead of time, many of the emergency issues could have been avoided.

This capability needs to be in the new system.

Desired solution and requirements

Desired solution and requirements. Overall Field Service requirements

During requirement gathering workshops, the following high-level Field Service requirements were captured:

- Standardize systems onto a single platform.
- Provide an effective tool for employees and third-party contractors to digitally manage work.
- Streamline the service request process; automating processes where possible.
- Implement Dynamics 365 Field Service Mobile app, along with Connected Field Service capabilities.
- * Connected Field Service solution needs to allow for development capabilities, such as sending remote commands.
- Implement scheduling to ensure successful adoption.
- Provide insight and analytics to key personnel.
- Receive automated prescriptive guidance.

Further, there is a need to secure data and access for technicians and management to see only the data they need to see.

Technicians need access to:	• location data, including key contact • asset Data • equipment Readings, current and historical • work Requests • custom entities, in online mode only, as outlined above to be more effective at their jobs
Additional technician and IT requirements:	• offline capabilities • ability to enter time and perform key inspections within one system • IT needs device management capabilities for mobile implementation • ability to set up filters to only allow technicians access to data they need to see • different alerts to technicians for work order assignments, based on severity and priority • receive notifications for assigned work • receive a different notification for emergency or priority work
Tech managers need:	• mobile and mobile offline capabilities • the same access levels as technicians, but less restrictions with offline data • access to more data and areas than technicians

Desired solution and requirements. Install-base requirements

1. Access to all service history and historical readings.
2. Access to warranty and service contract details.
3. Proactive monitoring of the install base health, including alerts to the internal call center team.
4. Details of the customer asset, including BOM (bill of material) and various key properties that are maintained over time.

Desired solution and requirements. Connected Field Service requirements

1. Configure and setup Connected Field Service.
2. Implement a solution that will capture large amounts of data to accurately predict failures.
3. The solution should allow for additional developer capabilities.
4. Allow Field Administrators and administrators access to Connected Field Service data.
5. Anomaly detection and auto work order creation.

Contoso Ltd.'s technicians are not receiving mobile notifications.

What is a possible cause?

- A. The Field Service - Resource security role is not assigned to the Field Service Mobile app.
- B. The technicians are not assigned the correct security role. They should be assigned to Field Service - Resource.
- C. Push notifications are not supported for Windows-based devices.
- D. The Power Automate flow is turned off.

Answer: D

NEW QUESTION # 186

Your company is expanding nationally.

You need to configure tax codes for a new territory, so the company can start to operate in the new territory.

You realize that you can identify which field service record types the tax code will be applied to.

Which three Field Service record types are taxable within the new tax code? Each correct answer presents a complete solution.

- A. Products
- B. Work Orders
- C. Agreements
- D. Services
- E. Purchase Orders

Answer: A,C,D

NEW QUESTION # 187

Litware, Inc. needs your company to suggest a best practice for implementing multi-resource work order scheduling for kitchen cabinet installation jobs, that includes a new, inexperienced technician.

In addition, they need a resource skilled in cabinet installation and cabinet resurfacing.

Using the requirements provided, 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.

Actions	Order
For each requirement for the requirement group template, ensure the duration is filled in. Each requirement duration can vary.	1
Add the Installation incident type to the Kitchen Cabinet Installation requirement group.	2
Add requirements to the requirement group template for each of the required skills. Set the All or Any option to Any .	3
For each requirement for the requirement group template, ensure the duration is filled in. Each requirement duration must be the same.	4
Create a requirement group template called Kitchen Cabinet Installation. Set Is Template to Yes .	5
Add requirements to the requirement group template for each of the required skills. Set the All or Any option to All .	
Add the requirement group to the Kitchen Cabinet Installation incident type.	
Add the Installation incident type to a work order, and book the work order.	

Answer:

Explanation:

Answer Area

For each requirement for the requirement group template, ensure the duration is filled in....

Create a requirement group template called Kitchen Cabinet Installation. Set Is Template to Yes.

Add requirements to the requirement group template for each of the...

Add the requirement group to the Kitchen Cabinet Installation incident type.

Add the Installation incident type to a work order, and book the work order.

- 1 - For each requirement for the requirement group template, ensure the duration is filled in....
- 2 - Create a requirement group template called Kitchen Cabinet Installation. Set Is Template to Yes.
- 3 - Add requirements to the requirement group template for each of the...

- 4 - Add the requirement group to the Kitchen Cabinet Installation incident type.
- 5 - Add the Installation incident type to a work order, and book the work order.

Topic 3, Plumbing and heating company

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:

Skills	Certifications
Plumbing	Certified Plumber
Heating	Certified HVAC Technician
Ventilation	Certified Flooring Installer
Air Conditioning	Certified HVAC Technician
Electrical	Certified Electrician
Solar Panel	Certified Solar Panel Installer

The Service areas are:

Accounts	Trade	Location	Type
	Plumbing	U.S. & Canada	Coverage
	Heating	U.S. & Canada	Coverage
	Ventilation	U.S. & Canada	Coverage
	Electrical	Canada	Coverage
	Air Conditioning	U.S.	Coverage
In Land traders	Solar Panel	U.S.	Exclusion

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 center* 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 # 188

You need to track a list of serviceable equipment related to a specific service location.

Which record type should you use?

- A. Resources
- B. Facilities/Equipment
- C. Products
- D. Customer Assets

Answer: D

NEW QUESTION # 189

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