

便利MB-240 | 一番優秀なMB-240試験復習試験 | 試験の準備方法Microsoft Dynamics 365 Field Service Functional Consultant試験内容



BONUS!!! Xhs1991 MB-240ダンプの一部を無料でダウンロード: <https://drive.google.com/open?id=1zdFnY0fnf2rnnLnqeyl6Pc2FypTvjZZU>

テストが来るのを静かに待っている場合は、目を覚まして、別の方法でMB-240試験を受ける準備ができている必要があります。最近のMB-240ガイド急流の効果が資格試験を通じて受験者の秘密兵器になったことを示した後、MB-240トレーニング資料を勉強して「テストデータ」を書くことがあなたの選択に最適です。MB-240ガイドトレントのユーザーは、MB-240試験で予期しない結果を得ることができます。

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>> MB-240試験復習 <<

MB-240試験内容 & MB-240無料過去問

Xhs1991は毎日24時間オンラインに顧客に対してサービスを提供するアフターサービスはとても良いサイトでございます。最新のMB-240情報を1年間に無料でアップデートしております。少ないお金をかかって、一回に合格しましょう。Xhs1991の問題集は最大のお得だね!

Microsoft MB-240認定試験では、フィールドサービスアプリケーションの構成と管理、リソースと作業注文の管理、在庫と購入の管理、契約の構成と管理、顧客資産の管理など、幅広いトピックをカバーしています。候補者は、フィールドサービスを他のDynamics 365アプリケーションと販売や顧客サービスなどと統合する機能についてもテストされています。試験は、40~60の複数選択と複数の回答の質問で構成されており、150分以内に完了する必要があります。

Microsoft Dynamics 365 Field Service Functional Consultant 認定 MB-240 試験問題 (Q163-Q168):

質問 # 163

LitWare has requirements for configuring the services around the region.

You need to set up the system to meet those requirements.

Which four actions should you perform in sequence? To answer, move the four appropriate actions from the list of actions to the answer area. Arrange the four actions in the correct order.

正解:

解説:

Explanation:

質問 # 164

You are a Microsoft Dynamics 365 Field Service dispatcher using the Scheduling Assistant function.

One of your customers, Adventure Works, does not want one of your resources to be scheduled to work orders going forward.

However this resource must be available to be scheduled for other accounts.

Solution: You select the resource in the Restricted Resources field within the Schedule Assistant filter every time you book a work order for Adventure Works. Does this meet the goal?

- A. No
- B. Yes

正解: A

質問 # 165

You are entering products and services into Dynamics 365 CE Field Services.

You need to ensure that your field technicians can use the products when completing work orders.

Which two field service product types should you configure to allow your technicians to add work order products? Each correct answer presents a complete solution.

- A. Non Inventory
- B. Product
- C. Service
- D. Inventory

正解: A、D

解説:

Explanation

<https://docs.microsoft.com/en-us/dynamics365/field-service/configure-set-up-customer-assets> Only products where Field Service Product Type is set to Inventory or Non-inventory can be added to work orders. Only those products can be automatically converted to customer assets. However, when manually creating a customer asset, you can add all products.

Topic 1, Contoso Case study General Overview

Contoso is a large international manufacturing company that has offices around the world with service and scheduling departments in each office. In addition, Contoso has sales reps throughout the world.

Contoso has main offices in North America, Europe and Asia, with global headquarters based in Redmond, Washington, USA.

Each of the regional offices has their own sales and service teams. The regional HQ locations also include sales and services leaders and executive management. Global HQ houses company executives for various departments, including sales and service.

Office hours are from 8:00 am to 6:00 pm, every day of the week except holidays, which have no work hours.

This applies to all offices, using their local time zone. Third-party contractors handle work outside of normal work hours at a higher rate. Field Service staff Contoso's service technicians around the world will be a combination of internal employees and third-party contractors.

* Pay type is Straight for regular work hours, and Overtime for work on holidays and after hours.

* All technicians have the capacity of handling just one job at a time, while supervisors can handle 2 jobs at a time.

Contoso's internal field service employees:

* Begin and end their workday at their home of record.

* Have a default office location / regional office.

* Are assigned to multiple territories.

All third-party contractors:

* Begin and end their workdays at their office location.

- * Have a default office location / regional office.
- * Are assigned to only one territory.

Dispatchers:

- * Work at the Main office for their region
- * Assigned to all territories in the region.
- * Have privileges to customize their Schedule Boards.

All field service technicians will utilize the Field Service mobile app.

- * Contoso employees will have full field service licenses, while third-party contractors will not.
- * Field Service technicians will not have access to Leads, Opportunities or other sales-specific data.
- * Dispatchers can see all data for their region, though they will mostly be scheduling for only one territory.

Contoso has several classes to distinguish the capability and training level of its field technicians. All work order bookings need to respect these classes and book resources accordingly.

Org structure setup

Contoso currently uses Dynamics 365 Customer Engagement for leads, opportunities, quotes and orders.

There are currently 200 sales users in North America. 500 in Europe and 400 in the Asia-Pacific region.

The Contoso physical environment is structured in the following manner, with the roles noted.

Field Service structure

Contosos field service technicians respond to all installation work orders with two human resources:

- * One licensed technician (Level 3). and...
- * One apprentice technician. Apprentices can be either Level 1 (new trainee) or Level 2 (halfway through training).

In many cases installation work also requires the use of specialty tools, depending on what is being installed. The current system does not have any way to track the level of skill for each resource, nor the uses for the specialty tools. This is handled as "tribal knowledge." Preventative maintenance work orders can be handled by one resource if they are a Level 2. If the resource is a Level 1, they must be accompanied by a Level 3 resource, and vice versa.

All field service technicians are required to complete OSHA training annually. In their first year of apprenticeship they must complete the full 40-hour course. In the next 2 years they must complete the 8-hour refresher course. This cycle repeats every 3 years for the duration of their employment.

In the current system, when a technician has finished with a work order, they turn in the paper copy with their notes to the dispatcher. The dispatcher then gives that information to a back-office employee, who will check the work order to ensure accuracy before creating an invoice. Contoso wishes to automate this exact process in the new system.

Customer base

About half of Contoso's customer base includes Not For Profit service organizations. The implications for billing are complex, so it's important that Tax Exempt Status be noted for all Accounts and flow through to all Work Orders. NFP Customers who are associated with government entities will pay for travel time; other customers will not. This information should flow from the Billing Account to all associated Service Accounts.

Most Contoso customers sign agreements for Preventative Maintenance. Contoso uses templates and incidents to ensure services standards are the same across all regions. Preventative Maintenance agreements include monthly inspection and quarterly cleaning and inspection, with billing occurring quarterly.

Remaining consistent

Contoso plans to keep the current data structure and extend it to the new Field Service functionality.

Field Service users will fall under the same organizational structure currently implemented for the sales staff.

- * Field service technicians will only be able to see their assigned work orders and bookings.
- * Dispatchers will be able to see all work orders and bookings for the region- Planned changes Contoso plans to implement Dynamics 365 Field Service with mobile access. They will be using incidents, work orders, bookings and invoicing. The following requirements were gathered during analysis:

1. Work Orders and Scheduling.

- o Automated and suggestion-based scheduling.
- o Scheduling based on required technician skills and number of technicians needed.
- o Schedule resources based on location, minimizing travel time when possible.
- o Technicians must be onsite within 3 hours of an emergency Work Order being assigned to them.
- o The travel time should automatically update upon changing a booking.

2. Agreements

- o Setup and create work orders, bookings and invoices for preventative maintenance with work orders automatically created 14 days before PM is due.
- o Escalation of Work Orders based upon agreed customer commitment.
- o Ability to designate clients as Preferred, with special pricing.

3. Products and Services

- o Warehousing and inventory management processes will be implemented, including tracking products moved onto trucks for installation at customer sites.
- o Implement a parts return process that includes having a technician uninstall the part to be returned.
- o Multiple price lists will be used, divided into Gold, Silver and Bronze levels, based on the spending level of each customer.

- o Internal teams need the capability to associate a 3D image to a Customer Asset record.
- o Products added to a work order should be set to Allocated.

4. Resources

- o Implement Company Holidays for North American regions, o Implement Paid Time Off for all regions.
- o Specialty equipment will be scheduled on work orders as needed.
- o Training and skill levels will be noted as appropriate for resources.

5. System

- o Geocoding will be activated throughout the system.
- o Territories will be used for Accounts, Resources and Work Orders.

Technical requirements

Contoso identified the following technical requirements:

1. Invoking

- o Auto creation of invoices upon work completion.
- o The system must track the price of resources based on holidays and after-hours scenarios at a rate of one and a half times the normal billing rate.
- o Travel time is billable for all field service technicians, pay type Travel, which should be noted on all Service Accounts.

2. Resources

- o Contractor technicians require access to work order and customer details once assigned to a booking.
- o Dispatchers need a schedule board for their region(s).

3. Products and Services

- o All parts that are removed from a customer's equipment must be returned to the Main warehouse.
- o Products to be marked as Assets will be configured accordingly.
- o All products that will become Assets require installation by a technician.
- o All products are received into the Main warehouse.

4. Work Orders

- o The ability to have templates for work orders; The templates will provide guidance for technicians along with recommended products and default services.
- o Once a work order is posted it should no longer show on views.
- o Contoso will use the "out of the box" work order statuses to begin, though they may be changed in later phases of the project.

5. Scheduling

- o Once a work order is scheduled, do not change the time.
- o Work Orders scheduled to technician(s) who do not have the desired skill set and level should show a warning.

6. Security and access

- o Safeguards must be in place for the data on the Field Service Mobile App if a technician loses his mobile phone or tablet device, o The Field Service Administrator needs the ability to update the defaults for the schedule assistant.

7. Accounts

- o Any Service Accounts that do not have a Billing Account noted should show a warning, o Any Billing Accounts that do not have a Price List noted should show a warning.

質問 # 166

You are implementing Dynamics 365 Field Service for a health care institution.

Your schedulers want to track all examination rooms within a doctor ' s office and schedule each individual room to a patient.

Which four actions should you perform in sequence? To answer, move the four appropriate actions from the list of actions to the answer area. Arrange the four actions in the correct order.

□

正解:

解説:

□ Explanation:

□

質問 # 167

Drag and Drop Question

You are configuring Microsoft Dynamics 365 for a hotel chain.

The hotel managers want to make traveler reservations by first checking for specific date range availability, and then assigning the traveler to a specific room when they arrive. Furthermore, hotel managers want to overbook the hotel to account for expected cancellations.

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.

正解:

解説:

質問 # 168

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