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## MB-240

**Microsoft Dynamics 365  
Field Service  
Functional  
Consultant**



**Certification Questions  
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## Microsoft Dynamics 365 Field Service Functional Consultant Sample Questions (Q24-Q29):

### NEW QUESTION # 24

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have

a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

You are a systems administrator for a company implementing Dynamics 365 Field Service and planning to enable Dynamics 365 Remote Assist for frontline technicians. You previously installed the Field Service app.

You need to confirm that all prerequisites are in place so that both technicians and remote collaborators can use Remote Assist integrated with Field Service.

Solution: You assign Dynamics 365 Field Service licenses to the technician and remote collaborator users. You create one bookable resource of type User for the technician and install the Field Service mobile app on the technician's device.

Does this meet the goal?

- A. Yes
- B. No

**Answer: B**

Explanation:

Correct:

No correct option out of the three listed below.

The technician needs a Dynamics 365 Remote Assist license.

You need to assign both a Dynamics 365 Field Service and Remote Assist license for each onsite technician (frontline worker) who completes work orders and initiates Remote Assist calls in the field. You can complete this assignment by going to Subscriptions under the billing group.

Incorrect:

\* You assign the remote collaborator a license to access Microsoft Teams. You assign both the technician and the remote collaborator Field Service licenses, and set them up as bookable resources of type User.

\* You assign Dynamics 365 Field Service licenses to the technician and remote collaborator users. You create one bookable resource of type User for the technician and install the Field Service mobile app on the technician's device.

\* You create two bookable resources of type User, one for the technician and one for the remote collaborator. You assign Field Service licenses to both users and install the Field Service mobile app on the technician's device.

Note:

Prerequisites

Before your organization can start integrating Remote Assist, make sure that you have the following parameters set up.

Licenses

Technician (frontline worker) - Requires a Dynamics 365 Field Service license, a Dynamics 365 Remote Assist license, and a Microsoft Teams license.

Remote collaborator - The remote collaborator only needs a Microsoft Teams license.

Reference:

<https://learn.microsoft.com/en-us/training/modules/integrate-remote-assist/1-introduction>

### NEW QUESTION # 25

Your company uses Dynamics 365 for Field Service.

The company's inventory clerk goes to the bin location for electrical switches and discovers there are none instock. However, the Field Service Inventory shows a quantity of one.

In which order should the required fields be entered to adjust the inventory to the correct amount? To answer, move the three appropriate actions from the list of actions to the answer area and arrange them in the correct order.

**Answer:**

Explanation:

□

### NEW QUESTION # 26

Dispatchers and technicians in Dynamics 365 Field Service want to be able to automatically update work order statuses. You need to configure the feature to allow the update of a work order based on resource location. Which feature should you configure?

- A. Auto-geocoding for addresses
- B. Connection to Microsoft Bing Maps
- C. Geofencing

- D. Booking maps

**Answer: B**

#### NEW QUESTION # 27

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 create a Requirement Resource Preference record and set the Preference Type to Restricted, and Account to Adventure Works. You also enter an expiration date of four (4) months from today.

Does this meet the goal?

- A. Yes
- B. No

**Answer: B**

#### NEW QUESTION # 28

You are the lead consultant on a Dynamics 365 Field Service implementation. Your customer wants the system to be set up for inspections.

You need to implement an inspection lifecycle as it relates to a work order. In working with your customer, which live actions should you perform in sequence? To answer, move the five appropriate actions from the list of actions to the answer area. Arrange the five actions in the correct order.

**Answer:**

Explanation:

Explanation:

#### NEW QUESTION # 29

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