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Microsoft MB-240 Certification Exam is designed for individuals who are interested in becoming Microsoft Dynamics 365 Field Service Functional Consultants. MB-240 exam is intended to validate the skills and knowledge of candidates related to implementing the Dynamics 365 Field Service application, configuring and managing resources, and integrating with other Microsoft applications. Microsoft Dynamics 365 Field Service Functional Consultant certification is an essential requirement for individuals who want to work as functional consultants in the field service industry.

Step 6: Practice Tests

The most vital part of the preparation process usually starts at the end of the phase. Practice tests help you find your weak areas and strengths, thereby giving you an upper hand when taking the actual exam.

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Microsoft Dynamics 365 Field Service Functional Consultant Sample Questions (Q181-Q186):

NEW QUESTION # 181

DRAG DROP

Your company's inventory clerk has received a truck shipment of parts for repair of equipment on such a rush order. The order needs to be completed as soon as possible.

Which three steps, in sequence, are needed to receive the products to the existing rush order in Field Service?

To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

STEPS	ORDER
Click Receipt Products	
Create an Inventory Adjustment record.	
Click Show Purchase order Products not fully received yet.	↗ ↗
Click the drop-down arrow next to the P.O. name.	↖ ↘
Post the Receipt record.	 Microsoft

Answer:

Explanation:

STEPS	ORDER
Click Receipt Products	
Create an Inventory Adjustment record.	
Click Show Purchase order Products not fully received yet.	
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Post the Receipt record.	 Microsoft

ORDER

Click the drop-down arrow next to the P.O. name.

Click Receipt Products

Click Show Purchase order Products not fully received yet.

Microsoft

Click Receipt Products

Click Show Purchase order Products not fully received yet.

NEW QUESTION # 182

Drag and Drop Question

You have the Universal Resource Scheduling (URS) security role.

Your organization creates a custom entity. The records for the entity need to be scheduled to resources.

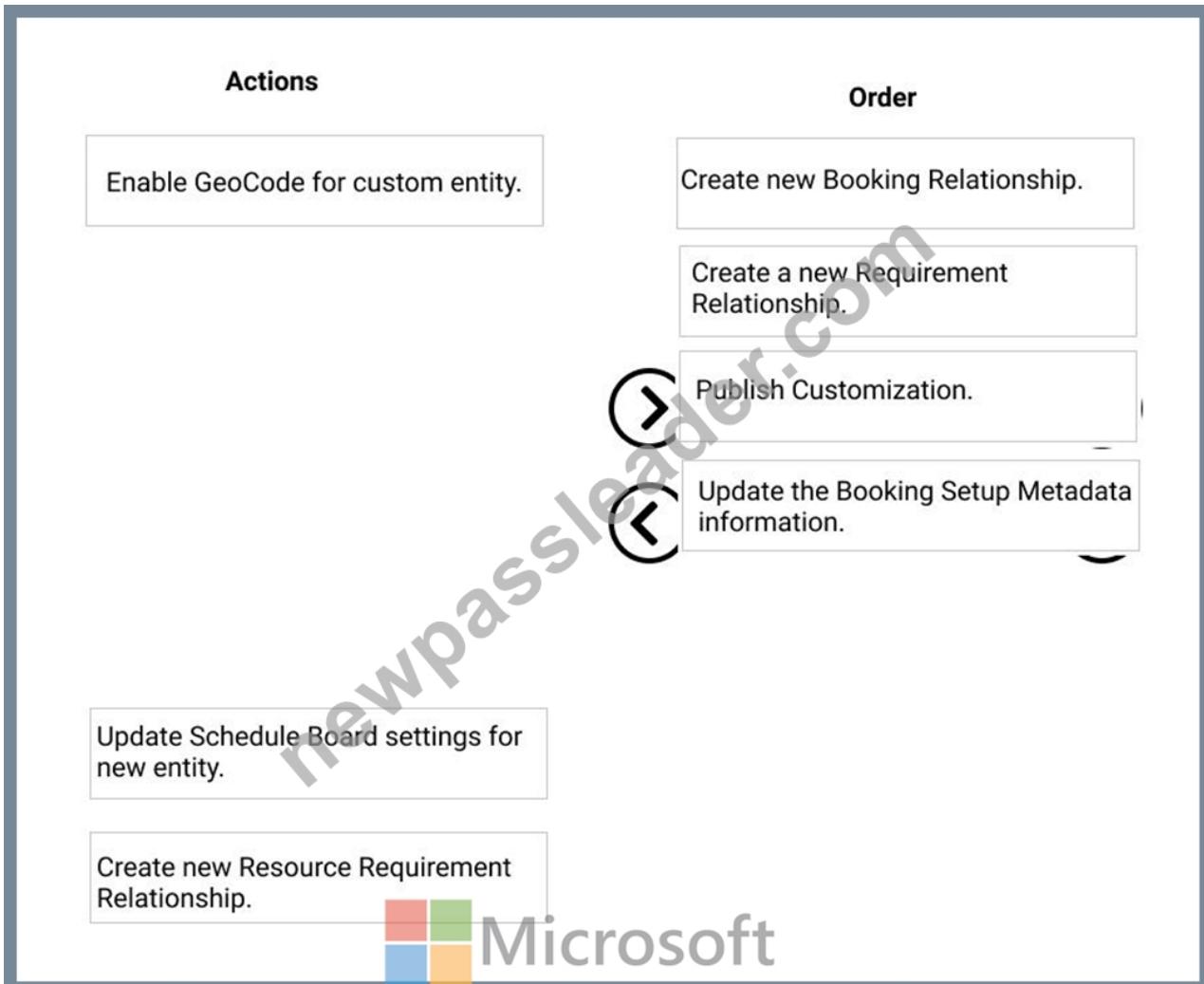
You need to enable the new entity to be scheduled. You select the entity that needs to be enabled and need to continue the set up process.

Which four actions should you perform next, in sequence, to achieve the goal? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Actions	Order
Enable GeoCode for custom entity.	
Publish Customization.	
Create new Booking Relationship.	
 Update the Booking Setup Metadata information.	
Create a new Requirement Relationship.	
Update Schedule Board settings for new entity.	
Create new Resource Requirement Relationship.	

Answer:

Explanation:



Explanation:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/common-scheduler/schedule-anything-with-universal-resource-scheduling>

NEW QUESTION # 183

A new member of your company's scheduling department is learning which scheduling function to use in Dynamics 365 for Field Service, based on different scenarios.

You need to provide a scheduling matrix to the new team member.

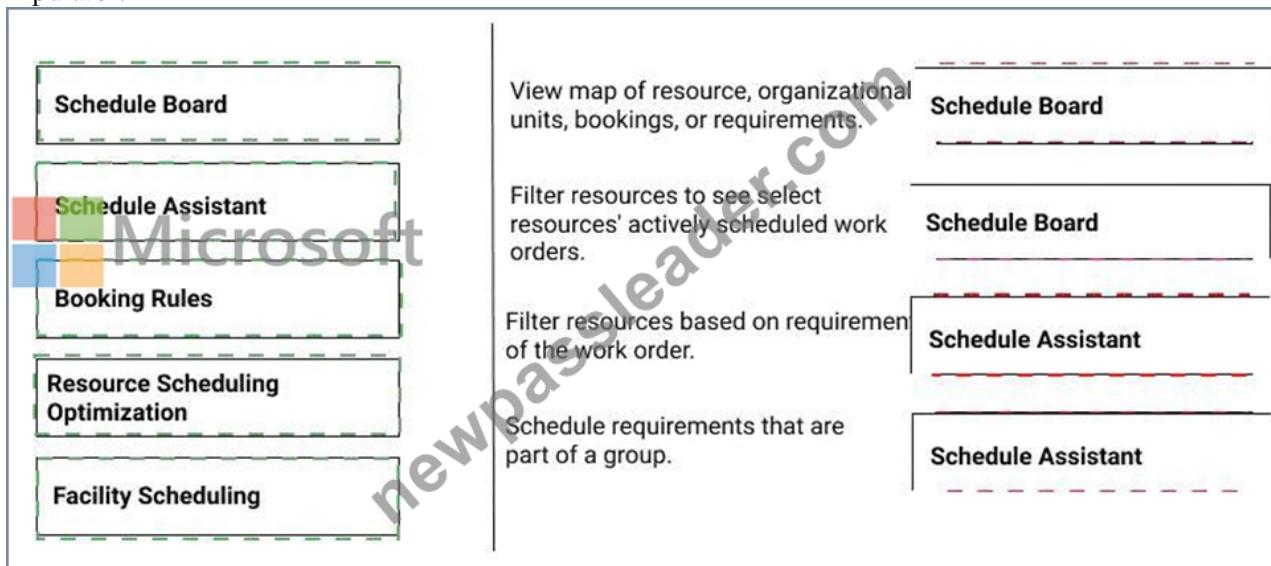
Which scheduling function should be used with each scenario? To answer, drag the appropriate function to the appropriate scenario. Each function may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view the content.

NOTE: Each correct selection is worth one point.

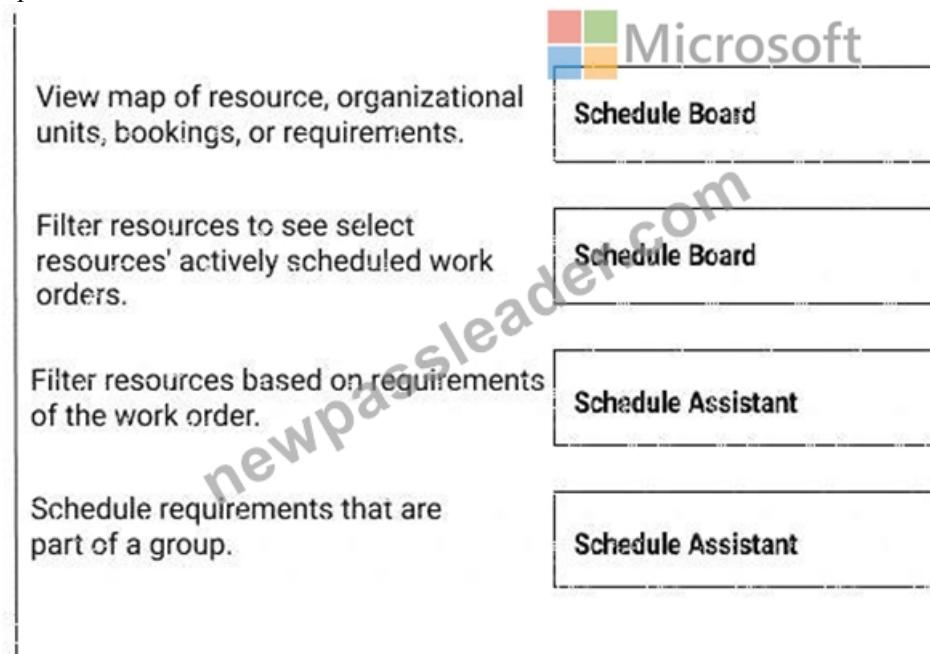
Schedule Board	View map of resource, organizational units, bookings, or requirements.	
Schedule Assistant	Filter resources to see select resources' actively scheduled work orders.	
Booking Rules	Filter resources based on requirements of the work order.	
Resource Scheduling Optimization	Schedule requirements that are part of a group.	
Facility Scheduling		

Answer:

Explanation:



Explanation



NEW QUESTION # 184

You are a Dynamics 365 for Field Service Dispatcher reviewing automatically generated bookings for optimization of the schedule. You notice that, for certain customers, Work Orders are being generated without service tasks, products, or services, when they should have them documented from the Agreement.

Which two of the following should you troubleshoot? Each correct answer presents part of the solution.

- A. Incident Type contains appropriate Service Tasks, Products, and Services.
- B. Incident Type field "Copy Incident Items to Agreement" is marked "Yes".
- C. Agreement Booking Setup field "Auto Generate Work Order" is marked "Yes".
- D. Agreement Booking Setup contains appropriate Service Tasks, Products, and Services

Answer: B,D

Explanation:

Section: Manage work orders

NEW QUESTION # 185

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.

Actions	Answer Area
Book the work order.	
Create a new requirement group.	
Create a requirement group template.	
Add the incident type to a work order.	
Associate an incident type to the requirement group template.	
Book the requirement with the scheduling assistant.	

Answer:

Explanation:

Answer Area

Actions

Book the work order.

Create a new requirement group.

Create a requirement group template.

Add the incident type to a work order.

Associate an incident type to the requirement group template.

Book the requirement with the scheduling assistant.

Create a requirement group template.

Associate an incident type to the requirement group template.

Add the incident type to a work order.

Book the work order.

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Answer Area

Create a requirement group template.

Associate an incident type to the requirement group template.

Add the incident type to a work order.

Book the work order.



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NEW QUESTION # 186

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