

Microsoft MB-240 Visual Cert Exam - Valid MB-240 Learning Materials



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Career Path for Microsoft MB-240 Certification Exam-Passers

The successful candidates who get the passing score in the Microsoft MB-240 exam are eligible for different roles, such as:

- Data Analyst;
- Field Service Engineer;
- Solutions Architect with the Internet of Things Skills.

Payscale.com mentions that a Solutions Architect with the Internet of Things skills can get an annual salary of around \$105k. Also, a Data Analyst can ask for an offer of \$61k per year as stated by the same site.

>> Microsoft MB-240 Visual Cert Exam <<

100% Pass Quiz 2026 MB-240: Newest Microsoft Dynamics 365 Field Service Functional Consultant Visual Cert Exam

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In order to be eligible to take the Microsoft MB-240 Certification Exam, candidates must meet certain prerequisites. These include a basic understanding of Dynamics 365, experience working with field service management processes, and experience working with Dynamics 365 Field Service. Candidates must also have experience configuring and customizing Dynamics 365 Field Service to meet the needs of their organization.

Microsoft Dynamics 365 Field Service Functional Consultant Sample Questions (Q144-Q149):

NEW QUESTION # 144

A field service agent is performing maintenance work on Internet of Things (IoT) devices that are located at a customer site. The devices are reporting readings in real time. Why is the agent only able to see a limited amount of data from the devices?

- A. Microsoft Dynamics 365 is not connected to Azure.
- B. The IoT devices are no longer registered.
- C. Only system admins can see historic data.
- D. **By default, only the last 20 readings are displayed.**

Answer: D

Explanation:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/connected-field-service>

NEW QUESTION # 145

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 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.



Answer:

Explanation:

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.

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.

Explanation

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.

NEW QUESTION # 146

You are a Dynamics 365 for Field Service Mobile Administrator (FSM). When technicians log into FSM, they receive the following message:

"Your organization has not configured Field Service Mobile."

You log into FSM and cannot reproduce the issue with your login.

What must you do to fix the issue?

- A. Set Enabled for Field Service Mobile to Yes for all Bookable Resources.
- B. Update the Security Roles for all Bookable Resources within Dynamics 365.
- C. Update the Security Roles for the FSM project within Woodford.
- D. Update the Priority for the FSM project within Woodford.

Answer: A

NEW QUESTION # 147

You are Dynamics 365 for Field Service Administrator and work for a manufacturing company.

The company provides customers with large power systems for sophisticated data centers. The power systems are serviced by a field engineering team.

The field engineering team documents work done on repairs and maintenance by completing Work Orders within Dynamics 365.

You need to easily schedule work orders for the field engineering team via the schedule and enable geocoding.

Which two steps must you take to schedule resources via the schedule board and enable geocoding? Each correct answer presents part of the solution.

- A. Set Auto Geo Code Addresses to Yes in Resource Scheduling.
- B. Set Auto Geo Code Addresses to Yes in Field Service Settings.
- C. Connect to Maps in Resource Scheduling.

- D. Configure the map on the Schedule Board.

Answer: B,C

Explanation:

Auto Geo Code Addresses to Yes is available in Field Service Settings under the Other tab.

<https://learn.microsoft.com/en-us/dynamics365/field-service/field-service-maps-address-locations#connect-to-maps>

<https://learn.microsoft.com/en-us/dynamics365/field-service/turn-on-auto-geocoding>

NEW QUESTION # 148

You are a Dynamics 365 for Field Service Administrator.

You have a requirement to make a custom attribute "Contract Status" required and to not allow invalid data to be entered in the attribute.

What are three ways that you can make an attribute required on a form within the Dynamics 365 for Field Service Mobile App and ensure invalid data cannot be entered? Each correct answer presents a complete solution.

- A. Create an Option Set with all possible options for the attribute.
- B. Create an OnChange rule to highlight a field when it does not contain correct field data.
- C. Create an OnChange rule, and set a simple validation for a field to check whether the field contains data.
- D. Create an OnSave rule to check any field's data, but without highlighting the field when the condition is not met.
- E. Create an OnSave rule, and display a message to the user if the specific field does not meet the required conditions.

Answer: A,D,E

Explanation:

Topic 3, Plumbing and heating company Case study

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 a-e 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
In Land traders	Air Conditioning	U.S.	Coverage
	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 c* 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 # 149

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