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MB-240

**Microsoft Dynamics 365
Field Service
Functional
Consultant**



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MB-240: Microsoft Dynamics 365 for Field Service Certification Path

MB-240: Microsoft Dynamics 365 for Field Service Exam is foundation level Certification. As such There is no prerequisite for this course. Anyone who is having keen and familiar with general Microsoft Dynamics 365 concepts and the technologies. More than

85% of IT support roles require a good foundation of Microsoft Dynamics 365 concepts. Aspirants should have some hands-on experience with enterprise mobility, cloud services, device security.

Microsoft Dynamics 365 Field Service Functional Consultant Sample Questions (Q152-Q157):

NEW QUESTION # 152

DRAG DROP

Your company's inventory clerk is using the Returning to Vendor feature in Dynamics 365 for Field Service to process a customer's request to return a wheel that is the wrong size.

The clerk needs to understand the different tracking options for returning to the vendor.

Which actions correspond with track the return and which actions correspond with another return to vendor option? To answer, drag the type of return to the action. Each type of return 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.

Select and Place:

Answer Area	
track the return	Mark when the return was approved. <input type="text"/>
other return to vendor options	Mark when the return was shipped. <input type="text"/>
	Mark when the return was received. <input type="text"/>
	Issue credit to the customer. <input type="text"/>
	Issue a credit memo. <input type="text"/>

Answer:

Explanation:

Answer Area	
track the return	Mark when the return was approved. track the return
other return to vendor options	Mark when the return was shipped. track the return
	Mark when the return was received. track the return
	Issue credit to the customer. other return to vendor options
	Issue a credit memo. other return to vendor options

Section: Manage inventory and purchasing

Explanation:

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

NEW QUESTION # 153

You work for a recycling company that provides customers with large compactor units to collect their recyclable materials. The compactor units are comprised of two separate components: a container to collect the recyclable materials and a separate component that compacts the recyclable materials to make them easier to transport.

These containers are expensive, and the components tend to break down frequently, requiring ongoing maintenance and repairs.

You need to easily track the containers that your company has at each client location and maintain a service history for each of the sub-components.

- A. Configure the customer asset records hierarchically, and maintain service history at the service account level.
- B. Configure the customer inventory records in a hierarchy, and maintain service history at the subcomponent level.
- C. Configure the customer inventory records individually, in order to maintain the service history at the parent component level.
- D. Configure the customer asset records hierarchically, and maintain service history at the sub-component level.

Answer: D

NEW QUESTION # 154

A functional consultant needs to enable Internet of Things (IoT) access.

Which two actions need to be taken? Each answer presents a complete solution.

- A. Add dispatchers to the Connected Field Service - Technician role.
- B. Add technicians to the Connected Field Service - Technician role.
- C. Assign access to IoT entities in the Field Service - Administrator role.
- D. Assign access to IoT entities in the Field Service - Technician role.
- E. Assign access to IoT entities in the Field Service - Dispatcher role.

Answer: A,C

NEW QUESTION # 155

DRAG DROP

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.

Select and Place:

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.

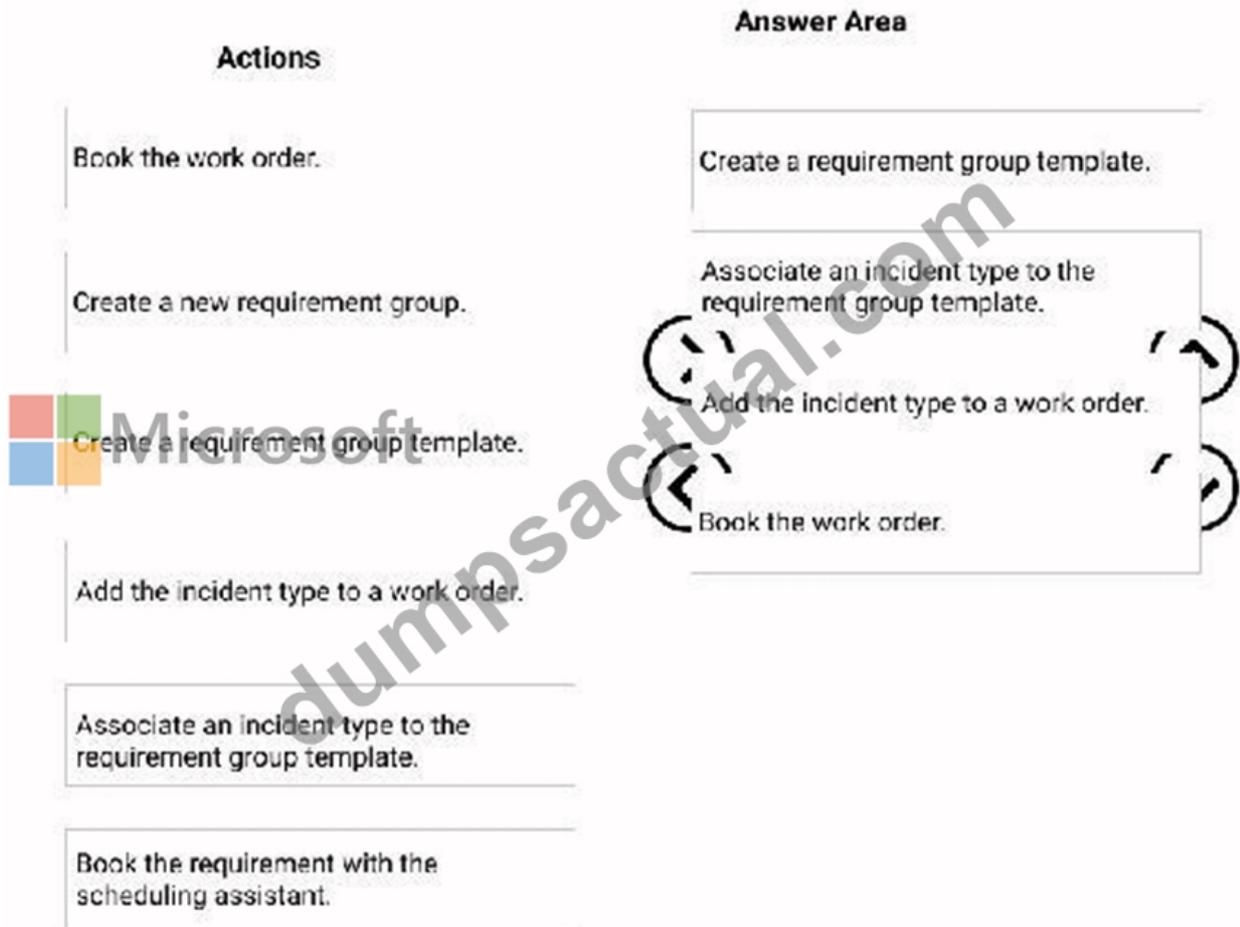
Associate an incident type to the requirement group template.

Book the requirement with the scheduling assistant.



Answer:

Explanation:



Section: Schedule and dispatch work orders

Explanation:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/multi-resource-scheduling-requirement-groups>

NEW QUESTION # 156

You are implementing a Microsoft Dynamics 365 Field Service solution for a client. The client needs to be able to view the Parent Asset and Master Asset when the Primary Incident Customer Asset is associated to a work order. The asset data should not be stored directly on the work order. It should only be visible when the Customer Asset is selected.

Solution:

1. Create a quick view form on the Customer Asset.
2. Add the Parent Asset and Master Asset to the new quick view form.
3. Add the Customer Asset quick view form to the work order.
4. Publish the customizations.

Does this meet the goal?

- A. Yes
- B. No

Answer: A

NEW QUESTION # 157

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