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Microsoft MB-240 Certification is ideal for IT professionals, including consultants, project managers, developers, and administrators, who work with the Dynamics 365 platform and want to specialize in field service management. Microsoft Dynamics 365 Field Service Functional Consultant certification exam is designed to enhance the skills and knowledge base of the candidates in the areas of field service automation such as IoT integration, technician enablement, and customer service. Microsoft Dynamics 365 Field Service Functional Consultant certification also aims to equip the candidates with the necessary skills to become successful Dynamics 365 Field Service Functional Consultants, who can effectively manage customer relations and optimize workflows for their clients.

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The test covers various topics, including configuring and managing Field Service, scheduling and dispatching resources, managing inventory and purchasing, and the integration of Field Service with other Dynamics 365 applications. MB-240 exam evaluates an individual's ability to design and implement solutions that comply with industry best practices, including the ability to implement practices that promote the use of mobile and cloud-based technologies.

Microsoft MB-240 Certification Exam is designed for individuals who want to become Microsoft Dynamics 365 Field Service Functional Consultants. MB-240 exam is one of the many exams offered by Microsoft to validate the skills and knowledge of professionals who want to work with Dynamics 365 applications. The MB-240 exam evaluates the candidate's expertise in configuring, deploying, and managing Dynamics 365 Field Service applications.

### Microsoft Dynamics 365 Field Service Functional Consultant Sample Questions (Q80-Q85):

#### NEW QUESTION # 80

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 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 Dynamics 365 for Field Service system administrator.

You are configuring a new instance of Dynamics 365 for Field Service. The organization needs to accurately capture the cost of work order bookings.

Solution: You implement the following configuration changes:

- 1) Create Resource Pay Types for regular, holiday, overtime, travel, and breaks.
- 2) Assign an Hourly Markup percentage to each Resource Pay Type.
- 3) Assign Resource Pay Types to the applicable Pay Type.
- 4) Create Business Closures.
- 5) Create Bookable Resources with Hourly Rates.

Does this meet the goal?

- A. Yes
- B. No

**Answer: B**

Explanation:

Section: Configure field service applications

#### NEW QUESTION # 81

A work order has been created with Bharti Airtel as the Billing Account and Airtel Kolkata as the Service Account.

You need to determine the account where various work order information originates. The sheeted work order type and entitlement do not have any of this information.

Which account belongs to each piece of work order information? To answer, drag the appropriate account to the correct piece of work order information. Each account 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 content.

NOTE: Each correct match is worth one point.

Accounts	Answer Area	Work order information	Accounts
Bharti Airtel		Geocoded Address	
Airtel Kolkata		Service Territory	
		Invoice Account	
		Price List	
		Travel Charge Type	

**Answer:**

**Explanation:**

Accounts	Answer Area	Work order information	Accounts
Bharti Airtel		Geocoded Address	Airtel Kolkata
Airtel Kolkata		Service Territory	Airtel Kolkata
		Invoice Account	Bharti Airtel
		Price List	Airtel Kolkata
		Travel Charge Type	Bharti Airtel

**Explanation:**

A close-up of a computer screen Description automatically generated

Accounts	Answer Area	Work order information	Accounts
Bharti Airtel		Geocoded Address	Airtel Kolkata
Airtel Kolkata		Service Territory	Airtel Kolkata
		Invoice Account	Bharti Airtel
		Price List	Airtel Kolkata
		Travel Charge Type	Bharti Airtel

## NEW QUESTION # 82

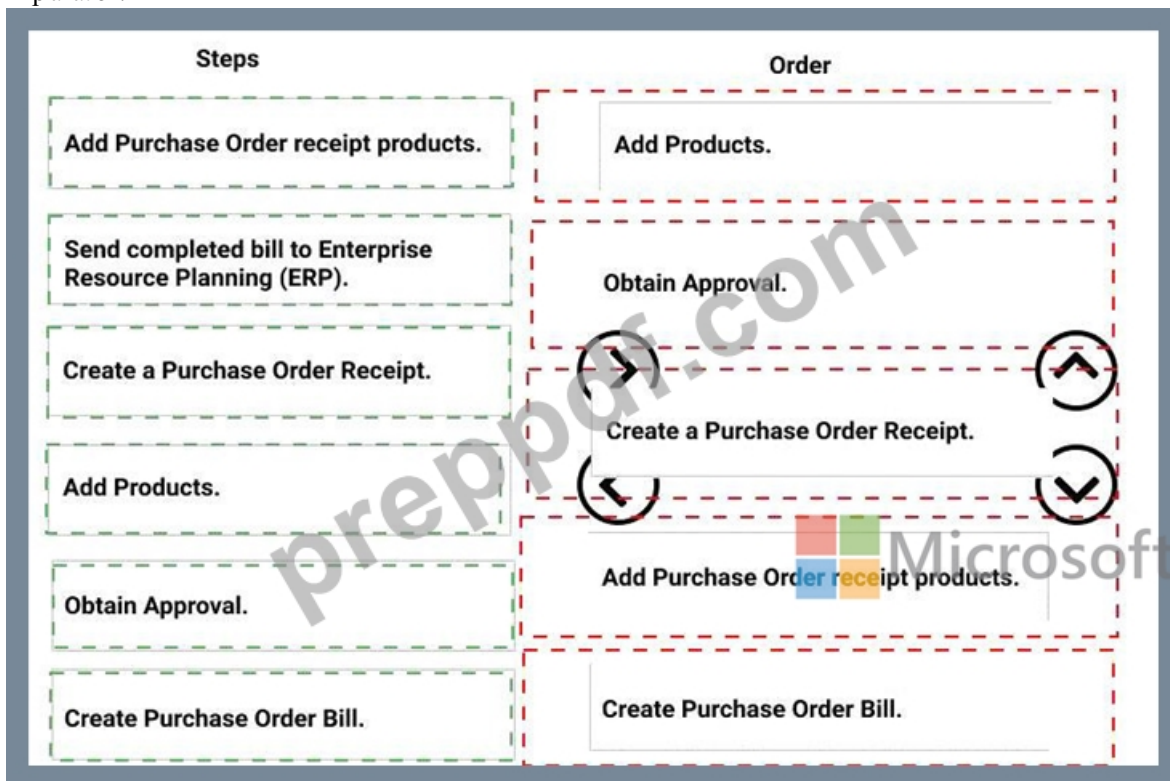
You need to create a purchase order for a thermal overload cooling fan for a refrigeration unit on the shop floor.

After creating a purchase order, what are the five steps, in sequence, for completing the order and receiving the products? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.



Answer:

Explanation:



Explanation



#### NEW QUESTION # 83

You are a 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.

The resource must be able to be scheduled for other accounts.

How can you achieve this goal?

- A. Create a Requirement Resource Preference record for the resource.
- **B. Create a Requirement Resource Preference record for the resource.  
Set the Preference Type to Restricted and Account to Adventure Works.**
- C. Create a Requirement Resource Preference record for the resource.  
Set the Preference Type to Restricted and Cascade to No.
- D. Select Load the Default Filters on the Schedule Board.

**Answer: B**

Explanation:

Section: Schedule and dispatch work orders

#### NEW QUESTION # 84

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 or 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.



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

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

## NEW QUESTION # 85

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