

# Quiz 2026 Perfect MB-240: Microsoft Dynamics 365 Field Service Functional Consultant Pass Test Guide



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Microsoft MB-240 exam is ideal for professionals who have experience in field service management, service delivery, or customer service. Candidates who pass MB-240 exam demonstrate their expertise in using Dynamics 365 Field Service to deliver high-quality customer service, optimize resource utilization, and manage service contracts efficiently. Microsoft Dynamics 365 Field Service Functional Consultant certification is an excellent way for professionals to validate their skills and increase their credibility in the market. Moreover, passing the MB-240 Exam leads to the Microsoft Certified: Dynamics 365 Field Service Functional Consultant Associate certification, which is highly sought after by employers in the industry.

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## **For more info read reference:**

Universal Resource Scheduling in Microsoft Dynamics 365 for Field Service  
Manage scheduling options in Dynamics 365 for Field Service

## **Microsoft Dynamics 365 Field Service Functional Consultant Sample Questions (Q60-Q65):**

### **NEW QUESTION # 60**

A dispatcher in Indianapolis, Indiana receives an emergency service call on July 4 and assigns the booking to a third-party contractor, attaching the emergency SL. The contractor works for 2 hours, installing 2 new identical chillers, which need to be added to the customer's annual maintenance agreement. The contractor fills in product usage and notes, gets the client's signature, and then changes the booking status to Completed. A back office employee needs to look at the work order to ensure accuracy, then change the status to Posted.

When performing a quality check, what will the back office employee expect to see as a result of this service call? To answer, drag

the appropriate record type to the correct statement. Each record type 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.

**Answer:**

Explanation:

**NEW QUESTION # 61**

Your company is preparing to deploy the Dynamics Field Service with Mobile Application.

Your manager asks you to ensure that the Booking Statuses will match with the current business process the field technicians are following.

As the Field Service Administrator, you review the documentation and discover that the out-of-the-box BookingStatuses will meet your company's needs.

What is the order of the Booking Statuses for the five out-of-the box booking status fields? To answer, move the five out-of-the-box booking status fields to the answer area and arrange them in the correct order.

**Answer:**

Explanation:

- 1 - Scheduled - A work order has been assigned to a resource.
- 2 - Travelling - The resource is travelling to the service location.
- 3 - In Progress - The work order is in progress.
- 4 - On Break - The resource is on a break.
- 5 - Complete - The work order is complete.

**NEW QUESTION # 62**

You are a Dynamics 365 Field Service technician at a customer site. Three additional existing customer assets need to be added to the work order. You need to add these customer assets to the work order. What should you do?

- A. Add the customer assets at the work order product level.
- **B. Add the customer assets to the primary work order incident.**
- C. Add the customer assets directly to the work order.
- D. Add additional incidents with the associated existing asset.

**Answer: B**

**NEW QUESTION # 63**

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 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 select the resource in the Restricted Resources field within the Schedule Assistant filter every time you book a work order for Adventure Works.

Does this meet the goal?

- A. Yes
- **B. No**

**Answer: B**

## NEW QUESTION # 64

To improve communications with customers, your company has decided to implement Twilio, a third-party communication platform that has call and messaging capabilities.

The Twilio solution includes a number of core components to deliver the capability, all of which need to be set up.

Which five steps should you take in sequence to prepare data for optimization? 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

1. Setup a twilio Account

2. Obtain Phone Numbers

3. Generate account SID and authentication token

4. Install a Twilio-managed solution

5. Configure SMS and IVR solution

## NEW QUESTION # 65

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