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Microsoft MB-240 certification exam is an excellent way for individuals to demonstrate their expertise in Dynamics 365 Field Service. By passing MB-240 exam, candidates can validate their skills and knowledge and showcase their ability to deliver effective solutions to their clients. MB-240 Exam covers a broad range of topics related to Dynamics 365 Field Service and is suitable for professionals with a background in field service management, customer service, and related roles.

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Microsoft MB-240 exam is divided into multiple sections, each focusing on a specific aspect of field service management. MB-240 exam tests the candidate's knowledge of the product's features and functionalities, as well as their ability to apply these features to real-world scenarios. Candidates will be tested on their ability to configure and manage field service resources, work orders, and service agreements.

Microsoft MB-240 Exam Tests the skills and knowledge of candidates in deploying, configuring, securing, troubleshooting, and updating Microsoft Dynamics 365 Field Service solutions. MB-240 exam is applicable to those who data models, field service integration, service agreements, inventory and purchasing, and mobile device integration. These skills are essential for supporting the overall Dynamics 365 Field Service deployment.

Microsoft Dynamics 365 Field Service Functional Consultant Sample Questions (Q194-Q199):

NEW QUESTION # 194

Drag and Drop Question

You are a technician at Contoso Electronic, using the Microsoft Dynamics 365 Field Service mobile app to track and manage service requests and inventory.

Your supervisor asks you to explain how Field Service keeps track of inventory based on the quantities at the warehouse.

To answer, drag the appropriate type of quantity at the warehouse to the explanation of the quantity. Each type of quantity will be used once. 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:

Explanation:

NEW QUESTION # 195

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. Assign access to IoT entities in the 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. **Add dispatchers to the Connected Field Service - Technician role.**
- E. Assign access to IoT entities in the Field Service - Dispatcher role.

Answer: C,D

NEW QUESTION # 196

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.

Answer:

Explanation:
Explanation

NEW QUESTION # 197

As a new start-up field services company, you are looking to streamline your customer service process to provide the best customer service experience.

Your company has decided to implement Dynamics Field Services as the foundation for its customer service management processes. You need to ensure that the cases that the customer service team creates can be quickly and efficiently converted to work orders (that will minimize the need to add additional information to the work orders) using the out-of-the-box capabilities.

Which key item do you need to configure before the customer service agents will be able to convert a case to a work order?

- A. Booking Rules
- B. Resources
- C. Work Order Types
- D. Incident Type

Answer: D

Explanation:

Section: Configure field service applications

Explanation/Reference:

References:

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

NEW QUESTION # 198

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

Answer: A

NEW QUESTION # 199

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