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Candidates who successfully pass the Microsoft MB-240 certification exam will demonstrate that they can effectively design, configure, and manage Dynamics 365 Field Service solutions for clients. They will also be able to demonstrate their knowledge of field service operations and their ability to analyze and solve complex problems related to customer service.

Certification Prospects

As we mentioned, the Microsoft MB-240 Exam is part of the requirements for the Microsoft Certified: Dynamics 365 Field Service Functional Consultant Associate certification. The second exam that candidates should take to get this certification is PL-200. Once the aforementioned certificate is complete, another certification prospect would be to take exam MB-600 for the Microsoft Certified: Dynamics 365 + Power Platform Solution Architect Expert.

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Microsoft Dynamics 365 Field Service Functional Consultant Sample Questions (Q220-Q225):

NEW QUESTION # 220

A customer wants to book a servicing appointment from the Field Service self-scheduling portal. The customer needs to be able to schedule an appointment with an available technician with the right skillset for the job. Which two options can be used? Each correct answer presents a complete solution, NOTE: Each correct selection is worth one point

- A. Work Order type
- B. Communication Type
- C. Service Product
- D. Service Type

Answer: A,D

NEW QUESTION # 221

Your company hires a consultant to help them determine the best way to efficiently dispatch the best technicians to customer sites. The consultant suggests that for phase one, your company should use a proficiency model that includes four ratings: In Training, rating 1 Familiar, rating 3 Proficient, rating 5 Expert, rating 7 You need to evaluate this proficient model. Which three statements apply to this proficiency model? Each correct answer presents a complete solution. NOTE: Each correct selection is worth one point.

- A. There are multiple proficiency models available "out of the box" and you must choose one of them.
- B. This proficiency model would need to be created.
- C. This information above is all that is needed to create a proficiency model.
- D. This proficiency model cannot be created because the ratings numbers have gaps.
- E. This proficiency model can be created even though the ratings numbers have gaps.

Answer: B,C,E

NEW QUESTION # 222

You are implementing the schedule board for a HVAC (heating, ventilation, and air conditioning) company. The company has two dispatchers in their own territories who only schedule resources within their territory. You need to configure the schedule board so that each dispatcher only sees resources who belong in their territory, as well as work orders to be scheduled in their territory. Which four actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Answer:

Explanation:

- 1 - Ensure the time zone is set for each territory.
- 2 - Ensure each resource has the appropriate...
- 3 - Create a schedule board tab for each territory.
- 4 - Add the service territory to each tab and select...

NEW QUESTION # 223

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 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 work order.
2. Add the Parent Asset and Master Asset to the new quick view form.
3. Publish the customizations.

Does this meet the goal?

- A. No
- B. Yes

Answer: A

NEW QUESTION # 224

You are a Dynamics 365 for Field Service Dispatcher reviewing automatically generated bookings for optimization of the schedule. You notice that, for certain customers, Work Orders are being generated without service tasks, products, or services, when they should have them documented from the Agreement.

Which two of the following should you troubleshoot? Each correct answer presents part of the solution.

- A. Incident Type contains appropriate Service Tasks, Products, and Services.
- B. Incident Type field "Copy Incident Items to Agreement" is marked "Yes".
- C. Agreement Booking Setup field "Auto Generate Work Order" is marked "Yes".
- D. Agreement Booking Setup contains appropriate Service Tasks, Products, and Services

Answer: B,D

Explanation:

Section: Manage work orders

NEW QUESTION # 225

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