

# 試験の準備方法-有効的なMB-240基礎訓練試験-高品質なMB-240日本語版と英語版



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>> MB-240基礎訓練 <<

速読学習 Microsoft MB-240 試験に合格するための学習ソフト

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認定試験は、プロフェッショナルがDynamics 365 Field Serviceソリューションの設計および実装の能力を証明し、キャリアの見通しを向上させるのに役立ちます。MB-240試験に合格することで、候補者は、Dynamics 365を使用したフィールドサービス管理のソリューションの設計および実装における熟練度を証明することができます。認定はまた、プロフェッショナルが業界で認められ、キャリアの成長に新しい機会を開くのに役立ちます。

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## Microsoft Dynamics 365 Field Service Functional Consultant 認定 MB-240 試験問題 (Q82-Q87):

### 質問 # 82

Case Study 6 - Wingtip Toys

Background information

Company overview

Wingtip Toys is a specialist prop fabrication company specializing in animatronic dinosaur sculptures. The sculptures are assets that belong to the company. The assets are painstakingly constructed over several years using proprietary techniques and require significant capital investment.

Staff members

Wingtip Toys has five staff members:

- The Chief Executive Officer (CEO)
- The prop master
- The robotics engineer
- The robotics intern
- You, the Power Platform administrator

Employees 2, 3, and 4 are field technicians. Customers pay a surcharge for technician travel time, so the CEO requires they are diligent in marketing themselves as "Travelling" on their Field Service mobile apps as soon as they begin driving to a site.

Assets overview

Customers - such as film studios, museums, and theme parks - usually lease assets on a long-term basis. Lease agreements are sold with regular maintenance, both cosmetic and technical.

Short-term rentals are also available for specific projects at theatres, events, or for filming on location.

The CEO has recently produced a barcode for each dinosaur currently in use. The new barcode should be applied to the inside of the sculpture's mouths at the next visit.

Dinosaur sculptures

All dinosaur sculptures have been added as assets. A custom choice type column named "Species" has been added to the main form and is manually selected when a new asset is created.

The prop master asked you to create a custom page that will allow them to browse through all current and previous dinosaur sculptures; each displaying the sculpture name, completion data, species, and a small image.

The catalog should allow the user to drill down into further information about the asset and (if applicable) the account of the customer currently renting or leasing it.

Cosmetic work orders

Overview

Cosmetic work is always performed by the prop master, created automatically via agreements and scheduled by the CEO.

The "Cosmetic maintenance" incident type currently has four related products. Two of those are field service type products and two are service task types.

Dental check-up

Within the last few months, some customers have contacted Wingtip Toys to note that a tooth or two had fallen out of the dinosaurs' mouths. This is due to wear and tear on the roaring and chewing motions that customers can trigger.

The CEO wants to add dental check-up to the "Cosmetic maintenance" incident type to allow the prop master to prevent these incidences from occurring in the future where needed. This incident type has no associated cost to the customer.

Technical work orders

Overview

Technical work can be performed by either the robotics engineer or by the robotics intern, depending on the complexity level.

When a new work order is created manually, it must be triaged by the robotics engineer before it can be scheduled. Maintenance work orders created by agreements can be scheduled without triage.

The robotics intern only uses the Field Service mobile app to view upcoming jobs, whereas the robotics engineer uses the mobile app and the model-driven app.

If the intern is performing a work order, they must wait for the engineer to review and approve the notes before they can finish their work. The CEO requires that the intern records the time they spend waiting for the engineer using the Field Service mobile app. This will help the CEO monitor whether the duration required for work orders needs to be increased.

Inspections

As the dental check-up of dinosaurs can have technical implications, the robotics engineer works with you to create an inspection, which must be completed every time the process is completed.

The following image is a draft of the "Dental Check-up" inspection:

The engineer wants the inspection to appear to the prop master in their mobile app as per the above image. However, they also need to add the scanning of the new barcode sticker.

Further, the CEO requires completed inspections to be related to the correct dinosaur as part of their service history.

Additional requirements

Natural History Museum

The prop master has a cosmetic maintenance job scheduled for tomorrow at the Natural History Museum. This is their first maintenance job for two dinosaurs on lease - a diplodocus and a carnosaur. The CEO asks you to ensure that the prop master completes the new dental check-up for both dinosaurs during the visit.

Large parts of the museum do NOT have mobile data reception, nor Wi-Fi.

Offline requirements

The engineer uses offline first to monitor both work order assigned to themselves and to their intern. No custom offline profiles have been created.

Neither the prop master nor the intern have used the Field Service app offline before. The CEO requires that they only see their own work orders.

Configuration

The CEO wants the Species value to appear as the sub-title when selecting a primary asset on the work order main form.

You need to configure a push notification for the engineer to indicate that the intern is waiting for their feedback.

Automation

The intern has just begun completing work orders on their own. Once they have completed all items and performed their inspection, they need to wait for the engineer to review their work before they can mark the job as "Completed." This gives the engineer an opportunity to assess whether something additional might be required.

New programming: dance firmware update

The robotics engineer has been working on a passion project - developing a program to allow a dinosaur to perform a high-energy dance routine.

When the engineer demonstrated the results on a newly finished Baryonyx sculpture during a staff meeting, the CEO was certain that some of their existing customers would want to commission a firmware update to their dinosaurs to allow the dance program to be installed as a special service.

New sales package

The CEO names the new programming the "Dino dance" package, a new category of work which requires a new price list.

The CEO will call customers and explain the new package to them. If customers are interested, the CEO wants to create an opportunity which can be converted into a work order.

Hotspot Question

You need to complete the cloud flow to send the push notification to the robotics engineer.

How should you configure the cloud flow's trigger? To answer, select the appropriate settings in the fields of the cloud flow.

NOTE: Each correct selection is worth one point.

正解:

解説:

## 質問 # 83

Drag and Drop Question

A customer experience manager wants to send unique portal links to each of their customers by email.

You need to enable an existing Microsoft Power Automate flow to send emails with unique links.

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.

正解:

解説:

□

#### 質問 # 84

Your organization wants to use the Field Service Mobile App for technicians in the field.

You need to install the solution, so it can be configured for mobile technicians.

What are the four steps you need to perform, in sequence, to ensure the mobile solution is ready for configuration and deployment?

To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

□

正解:

解説:

□

- 1 - Install the Field Mobile Configuration Solution in Woodford.
- 2 - Import the field service mobile project template. Publish the template.
- 3 - Highlight the mobile project template and select Derive. Assign the security roles.
- 4 - Open the parent mobile project template and select Publish All.

#### 質問 # 85

You are a Dynamics 365 for Field Service administrator for a construction company.

You need to schedule a work order for a group of resources that will work together for a set number of days, week, or months.

How should you achieve the goal without scheduling the same requirements multiple times manually by using the schedule board (or with the schedule assistant)?

- A. Use Resource Crew Scheduling
- B. Use Universal Resource Scheduling
- C. Use Multi-Resource Scheduling
- D. Use Facility Scheduling

正解: C

解説:

Section: Schedule and dispatch work orders

Explanation:

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

#### 質問 # 86

Drag and Drop Question

You are a field service administrator for your company.

You review the Field Service administrator guide to understand how the status fields can support your company's business processes.

Which unique entity system status value matches with its Entity Type? To answer, drag the appropriate unique entity system status values to the appropriate Entity Type. Each unique entity system status value 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.

□

正解:

解説:

□

#### 質問 # 87

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