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Microsoft Dynamics 365 Field Service Functional Consultant Sample Questions (Q138-Q143):

NEW QUESTION # 138

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.

You need to add the Species sub-title.

Which type of view should you update?

- A. Quick Find
- **B. Lookup**
- C. Advanced Find
- D. Associated

Answer: B

NEW QUESTION # 139

You are implementing Dynamics 365 Field Service for Contoso Manufacturing.

You need to set preventive maintenance schedules for multiple sub-components that have a different maintenance routine than the top-level or parent asset. The goal is to increase asset useful life and provide increased customer satisfaction.

Which two actions should you perform? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Associate Agreement Booking Incidents to separate booking setups for each of the sub- component assets based on their required maintenance schedule.
- B. Create an Agreement for each asset sub-component to ensure the proper preventive maintenance schedule is set.
- **C. Create Asset Properties, and associate the appropriate new Asset Property schedule to each sub-component.**
- D. Create Asset Categories for each preventive maintenance schedule, and assign to the appropriate sub-component.

Answer: C

NEW QUESTION # 140

Your organization recently started using the Universal Resource Scheduling feature. You enabled the Lead entity for scheduling.

You need to have a dedicated tab in the schedule board to see all the unscheduled leads.

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:

□

Explanation:

□

NEW QUESTION # 141

Case Study 3 - Contoso Compressor Ltd

Company Overview. Company Structure

Contoso Compressor Ltd. is a large global manufacturer with 12,000 employees. Contoso Compressor produces, installs, and services large B2B and small B2C gas and air compressors.

They have manufacturing plants and service centers in:

North America (Canada, US, Mexico) Territories

- US - 600 Service Technicians, 60 Call Center Agents, 30 Dispatchers

- Canada - 300 Service Technicians, 30 Call Center Agents, 15 Dispatchers

- Mexico - 200 Service Technicians, 20 Call Center Agents, 10 Dispatchers Europe Territories
- Germany - 200 Service Technicians, 20 Call Center Agents, 10 Dispatchers
- France - 150 Service Technicians, 15 Call Center Agents, 7 Dispatchers
- Italy - 100 Service Technicians, 10 Call Center Agents, 5 Dispatchers South America Territories
- Brazil - 200 Service Technicians, 20 Call Center Agents, 10 Dispatchers
- Argentina - 100 Service Technicians, 10 Call Center Agents, 5 Dispatchers India Territories
- Mumbai - 100 Service Technicians, 10 Call Center Agents, 5 Dispatchers
- Chennai - 150 Service Technicians, 15 Call Center Agents, 7 Dispatchers Contoso Contoso Compressor sales channels include direct and via distributors.

Contoso Compressor service and installation channels include direct and via service partners.

Company Overview. Existing Systems

Existing systems:

- SAP for ERP
- Siebel for Sales and Customer Service
- Home grown for Field Service and Installations

Dynamics 365 has been selected for Sales, Customer Service, and Field Service.

Azure IoT and Azure Machine Learning have been selected for Connected Field Service.

Sales and Service Overview. B2B Sales and Service Overview

Sales

- 70% of total Sales & Service Revenue
- 20% new sales revenue is through distributors

Installations

- Variety of large compressors
- Scheduled with Dispatch when equipment has been shipped
- Take a crew of 2-3 technicians

Service

- 95% of service calls handled by Contoso Call Center
- All calls come to a regional service center
- Break Fix
- Planned/Preventive Maintenance
- Both Break Fix and Planned/Preventive Maintenance Work Orders require 1 technician
- Planned/Preventive Maintenance
- Requires a detailed Inspection prior to restart of equipment

Sales and Service Overview. B2C Sales and Service Overview

Sales

- 30% of total Sales & Service Revenue
- 100% of new Sales revenue from distributors

No Installation

Service

- 95% of all service issues handled by partners/distributors
- Service calls to Contoso Call Center are routed to a partner/distributor for service
- Only 1% of all Service Revenue

Sales and Service Overview. Business Goals

Contoso Compressor desires to double both their Sales and Service Revenue over the next 5 years.

To achieve this, they have developed the following goals as part of implementing a new CRM Sales, Service, and Field Service application:

1. New Acquisitions
2. Partner/Distribution network expansion for B2B and B2C
3. New B2B Service Offerings
4. Increase Customer Satisfaction/NPS

Current Challenges. Call Center

- Siloed systems
- Disconnected from other regions
- Poor Return tracking
- Poor partner visibility

Current Challenges. Work Order Management

- No visibility to truck stock
- No task breakdown on Work Orders
- Poor reconciliation to partners/distributors

Current Challenges. Resource Management

- No crew capability for installs

- No visibility across regions

Current Challenges. Contract/Agreement Management

- Service is often given away due to poor entitlement tracking
- No tickler system for renewals

Current Challenges. Asset Management

- No sub-asset tracking
- No work Order history
- No visibility to detailed location tracking
- No ability to connect to IoT

Current Challenges. Mobile Technician Capability

- No offline mode
- Inspections are done manually
- No quoting, signature, or job summary/print capability

Current Challenges. Scheduling

- Lack of status updates from technicians
- Manual crew scheduling for installs
- No ability to estimate travel time
- No filter capability to search for the best technician

Desired Functionality. Call Center

- Customer 360 capability with Knowledge Base
- Visibility to Partner/Distributor information
- Portal capability for customer visibility to Knowledge, equipment owned, open work orders and cases

Work Order management

- Defined Work Order Tasks
- Inventory tracking
- Digital Inspections with Branch Logic and Reporting
- Integration to ERP for proper pricing and invoicing

Desired Functionality. Inspections

- Conditional logic for Gas Compressor pressure reading failure
- By looking at the reading, a technician can see if it's in the red, indicating failure. If fail, must shut down, clean or replace pressure valve
- Impromptu Inspections - the ability to create inspections at a customer site on assets without a work order while working on another work order at the customer site.
- Inspection results are critical to review with the customer after the inspection is performed

Desired Functionality. Resource Management

- Flexible Work Hours
- Crews, equipment tracking as resources for scheduling
- Skills with proficiency levels
- Drip Scheduling for planned maintenance jobs

Desired Functionality. Asset Management

- Track Asset sub-components
- Connected Service for new equipment
- Azure Machine Learning to offer a new chargeable service for machine uptime
- Capture defined asset readings to feed the Azure Machine Learning model
- Many internal assets are used on jobs. We need to be able to schedule those assets with a technician on a job.
- We also perform our own maintenance on internal assets
- These would not be needed for RS

Desired Functionality. Contract/Agreement Management

- Generate Planned Maintenance jobs 3 months in advance for capacity planning
- Tickler system to notify customers of expirations
- Track covered equipment and related entitlements

Desired Functionality. Mobile Technician Capability

- Offline
- Digitized Inspections
- Geo-fencing for no-touch arrival and departure
- "Uber-like" functionality, notifying customers when a technician will be arriving
- Remote Assist functionality to quickly get junior technicians in the field and increasing first time fix rate

Scheduling

- Schedule Boards visible to each region
- Assign resources based on skills and proficiency
- Visibility to access resources from other regions

- Drip Scheduling for inspection jobs
- Scheduling optimization for small jobs
- Automated crew assignment for installation jobs

Desired Functionality. Returns Management

- RMA's
- Tied to Customer Service
- Track open Returns to reduce part/asset leakage & charge for not returned items
- The biggest issue we face today is that we can't track an item that a customer has returned
- RTV
- Ability to send in-warranty parts back to vendor for credit or exchange
- Desired Functionality. IoT
- IoT devices will be placed on all new and existing equipment.
- Devices will measure compressor temperature and motor pressure of the equipment.
- Azure Machine Learning is desired to predict failure based on trends of compressor temperature and pressure readings.
- Currently, there is no way to capture backflow pressure because it can only be measured during the onsite inspection by a technician.
- Contoso Compressor would like to capture that value and feed it back to the machine-learning algorithm to better measure performance and predict failure.

You are the lead consultant on a Dynamics 365 Field Service implementation for Contoso Compressor.

Which two things must the technician do to set up the system frequency results and meet Contoso's requirements from the Case Study? Each correct answer presents part of the solution.

- A. Mark the inspection as complete.
- B. Make sure Analytics are enabled and that the frequency is set to 'immediate.'
- C. Mark the Incident Type Inspection Task as complete.
- D. Make sure Analytics are enabled and that the frequency is set to 'daily.'
- E. Save and close the work order, then add it as a Contact Resource.

Answer: B,D

NEW QUESTION # 142

You have the following requirements from the scheduling team:

- * Scheduling assistant results should display in neat 30-minute time slots that dictate the start time of subsequent bookings.
- * Functionality should display for all 30 resources within the company. " Time slots should align to the top of the hour and half past the hour.

To meet these requirements, you need to implement Intervals within Universal Resource Scheduling.

Which three 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:

Explanation:

NEW QUESTION # 143

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