更新のMicrosoft MB-240試験概要は主要材料 &有効的なMB-240: Microsoft Dynamics 365 Field Service Functional Consultant

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>> MB-240試験概要 <<

MB-240試験の準備方法｜有難いMB-240試験概要試験｜完璧なMicrosoft Dynamics 365 Field Service Functional Consultant独学書籍

MB-240スタディガイドの優れた利点の1つは、高い合格率です。これは99％に達し、同業他社の平均合格率よりもはるかに高くなっています。当社の高い合格率は、当社が業界トップのMB-240準備ガイドである理由を説明しています。自信の源は、素晴らしいMB-240試験問題です。 MB-240学習教材の練習を約20～30時間続ける限り、試験に合格しても問題はありません。私たちの専門家は、実際の試験問題に合わせてMB-240の質問と回答を設計しました。これは、高い能力で試験に合格するのに役立ちます。

Microsoft MB-240認定試験は、Microsoft Dynamics 365フィールドサービス機能コンサルタントとして働きたい個人を対象としています。この試験は、フィールドサービスオペレーションの自動化、パワープラットフォームコンポーネントを使用してフィールドサービスソリューションを改善すること、作業オーダーの管理、在庫および資産の管理、サービス契約の管理に関する候補者の知識をテストします。

Microsoft Dynamics 365 Field Service Functional Consultant 認定 MB-240 試験問題 (Q49-Q54):

質問 # 49
Drag and Drop Question
You are a new Dynamics 365 for Field Service Administrator for a manufacturing firm.

Your manager has asked you to configure the system to enable scheduling for maintenance of equipment at customer sites. It is against company policy to dispatch resources to sites with known issues such as credit or safety holds. Many site visits may require more than one technician to be sent for the repair.

Which resource scheduling component should be used for each task? To answer, drag the appropriate resource scheduling component to the appropriate task. Each resource scheduling component 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.

Answer Area

Resource scheduling component	Task
Resource Crew	Heavy machinery repair requires three technicians as well as a safety inspector to be sent to the site. Additionally, power testing equipment must be sent to complete the inspection.
Requirement Group	Dispatchers must be able to locate the resources needed for the heavy machinery repair within a single search to allow for efficient scheduling.
Schedule Board	Dispatchers and scheduling administrators must have a way to easily review all resource availability and be able to schedule the work order.
Booking Rule	When customers on credit hold request service, no technician can be sent and dispatchers must be alerted of the credit hold status.
Incident type	
Booking Resource Booking	

正解：

解説：

Answer Area

Resource Crew	Heavy machinery repair requires three technicians as well as a safety inspector to be sent to the site. Additionally, power testing equipment must be sent to complete the inspection.
Requirement Group	Dispatchers must be able to locate the resources needed for the heavy machinery repair within a single search to allow for efficient scheduling.
Schedule Board	Dispatchers and scheduling administrators must have a way to easily review all resource availability and be able to schedule the work order.
Booking Rule	When customers on credit hold request service, no technician can be sent and dispatchers must be alerted of the credit hold status.
Incident type	
Booking Resource Booking	

Answer Area options: Resource Crew, Requirement Group, Schedule Board, Booking Rule

質問 # 50

Your company's inventory clerk is using the Returning to Vendor feature in Dynamics 365 for Field Service to process a customer's request to return a wheel that is the wrong size.

The clerk needs to understand the different tracking options for returning to the vendor.

Which actions correspond with track the return and which actions correspond with another return to vendor option? To answer, drag the type of return to the action. Each type or return 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.

Answer Area

track the return	
other return to vendor options	

Mark when the return was approved.	
Mark when the return was shipped.	
Mark when the return was received.	
Issue credit to the customer.	
Issue a credit memo.	

正解：

解説：

Answer Area

track the return	
other return to vendor options	

Mark when the return was approved.	track the return
Mark when the return was shipped.	track the return
Mark when the return was received.	track the return
Issue credit to the customer.	other return to vendor options
Issue a credit memo.	other return to vendor options

Explanation

Answer Area

Mark when the return was approved.	track the return
Mark when the return was shipped.	track the return
Mark when the return was received.	track the return
Issue credit to the customer.	other return to vendor options
Issue a credit memo.	other return to vendor options

質問 # 51

When Contoso installs chillers for customers, they are expected to follow the same procedure for each install.

You need to configure the functionality necessary to automatically add all the tasks and resources needed to a work order when the work order type is Chiller Installation. You must follow the established Contoso guidelines for installation requirements, as outlined in the Case Study, and create the most efficient process possible.

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.

Actions	Order
Create a priority record.	
Create a work order sub-status called Chiller Installation.	
Configure an incident type.	
Associate the incident type to the requirement group template.	
Configure a requirement group template.	
Add the incident type to all Chiller Installation work orders.	

正解：

解説：

Answer Area

Configure an incident type.
Associate the incident type...
Configure a requirement group template.
Add the incident type to all Chiller Installation work orders.

1 - Configure an incident type.
2 - Associate the incident type...
3 - Configure a requirement group template.
4 - Add the incident type to all Chiller Installation work orders.

Topic 1, Contoso

General Overview

Contoso is a large international manufacturing company that has offices around the world with service and scheduling departments in each office. In addition. Contoso has sates reps throughout the world.

Contoso has main offices in North America. Europe and Asia, with global headquarters based in Redmond, Washington, USA. Each of the regional offices has their own sales and service teams. The regional HQ locations also include sales and services leaders and executive management. Global HQ houses company executives for various departments, including sales and service.

Office hours are from 8:00 am to 6:00 pm. every day of the week except holidays, which have no work hours. This applies to all offices, using their local time zone. Third-party contractors handle work outside of normal work hours at a higher rate Field Service staff Contoso's service technicians around the world will be a combination of internal employees and third-party contractors.

* Pay type is Straight for regular work hours, and Overtime for work on holidays and after hours.

* All technicians have the capacity of handling just one job at a time, while supervisors can handle 2 jobs at a time.

Contoso's internal field service employees:

* Begin and end their workday at their home of record.

* Have a default office location / regional office.

* Are assigned to multiple territories.

All third-party contractors:

* Begin and end their workdays at their office location.

* Have a default office location / regional office.

* Are assigned to only one territory.

Dispatchers:

* Work at the Main office for their region

* Assigned to all territories in the region.

* Have privileges to customize their Schedule Boards.

All field service technicians will utilize the Field Service mobile app.

* Contoso employees will have full field service licenses, while third-party contractors will not.

* Field Service technicians will not have access to Leads. Opportunities or other sales-specific data.

* Dispatchers can see all data for their region, though they will mostly be scheduling for only one territory.

Contoso has several classes to distinguish the capability and training level of its field technicians. All work order bookings need to respect these classes and book resources accordingly.

Org structure setup

Contoso currently uses Dynamics 365 Customer Engagement for leads, opportunities, quotes and orders. There are currently 200 sales users in North America. 500 in Europe and 400 in the Asia-Pacific region.

The Contoso physical environment is structured in the following manner, with the roles noted.

Location	Location Details	Roles
Redmond, WA	• Global HQ • North America HQ	• Executive Management • Sales Executives
Chicago, IL	North America Midwest Regional Office	• Sales Reps • Sales Managers • Regional Sales Manager
Los Angeles, CA	North America West Coast Regional Office	• Sales Reps • Sales Managers • Regional Sales Manager
New York, NY	North America East Coast Regional Office	• Sales Reps • Sales Managers • Regional Sales Manager
Montreal, QC	North America Canada Regional Office	• Sales Reps • Sales Managers • Regional Sales Manager
City of Manila, Philippines	• APAC HQ • Philippines Regional Office	• Sales Reps • Sales Managers • Sales Director • Regional Sales Manager • Executive Management
Kolkata, India	• APAC India Regional Office	• Sales Reps • Sales Managers • Regional Sales Manager

Field Service structure

Contosos field service technicians respond to all installation work orders with two human resources:

* One licensed technician (Level 3). and...

* One apprentice technician. Apprentices can be either Level 1 (new trainee) or Level 2 (halfway through training).

In many cases installation work also requires the use of specialty tools, depending on what is being installed The current system does not have any way to track the level of skill for each resource, nor the uses for the specialty tools. This is handled as "tribal knowledge." Preventative maintenance work orders can be handled by one resource if they are a Level 2. If the resource is a Level 1. they must be accompanied by a Level 3 resource, and vice versa.

All field service technicians are required to complete OSHA training annually. In their first year of apprenticeship they must complete the full 40-hour course. In the next 2 years they must complete the 8-hour refresher course. This cycle repeats every 3 years for the duration of their employment.

In the current system, when a technician has finished with a work order, they turn in the paper copy with their notes to the dispatcher. The dispatcher then gives that information to a back-office employee, who will check the work order to ensure accuracy before creating an invoice. Contoso wishes to automate this exact process in the new system.

Customer base

About half of Contoso's customer base includes Not For Profit service organizations. The implications for billing are complex, so it's important that Tax Exempt Status be noted for all Accounts and flow through to all Work Orders. NFP Customers who are associated with government entities will pay for travel time; other customers will not. This information should flow from the Billing Account to all associated Service Accounts.

Most Contoso customers sign agreements for Preventative Maintenance. Contoso uses templates and incidents to ensure services standards are the same across all regions. Preventative Maintenance agreements include monthly inspection and quarterly cleaning and inspection, with billing occurring quarterly.

Remaining consistent

Contoso plans to keep the current data structure and extend it to the new Field Service functionality.

Field Service users will fall under the same organizational structure currently implemented for the sales staff.

* Field service technicians will only be able to see their assigned work orders and bookings.

* Dispatchers will be able to see all work orders and bookings for the region- Planned changes Contoso plans to implement Dynamics 365 Field Service with mobile access. They will be using incidents, work orders, bookings and invoicing. The following requirements were gathered during analysis:

1. Work Orders and Scheduling.

o Automated and suggestion-based scheduling.

o Scheduling based on required technician skills and number of technicians needed.

o Schedule resources based on location, minimizing travel time when possible.

o Technicians must be onsite within 3 hours of an emergency Work Order being assigned to them.

o The travel time should automatically update upon changing a booking.

2. Agreements

o Setup and create work orders, bookings and invoices for preventative maintenance with work orders automatically created 14 days before PM is due. o EscaJation of Work Orders based upon agreed customer commitment. o Ability to designate clients as Preferred, with special pricing.

3. Products and Services

o Warehousing and inventory management processes will be implemented, including tracking products moved onto trucks for installation at customer sites.

o Implement a parts return process that includes having a technician uninstall the part to be returned.

o Multiple price lists will be used, divided into Gold, Silver and Bronze levels, based on the spending level of each customer.

o Internal teams need the capability to associate a 3D image to a Customer Asset record.

o Products added to a work order should be set to Allocated.

4. Resources

o Implement Company Holidays for North American regions, o Implement Paid Time Off for all regions.

o Specialty equipment will be scheduled on work orders as needed.

o Training and skill levels will be noted as appropriate for resources.

5. System

o Geocoding will be activated throughout the system.

o Territories will be used for Accounts, Resources and Work Orders.

Technical Requirements

Contoso identified the following technical requirements:

1. Invoking

o Auto creation of invoices upon work completion.

o The system must track the price of resources based on holidays and after-hours scenarios at a rate of one and a half times the no*mal billing rate.

o Travel time is billable for all field service technicians, pay type Travel, which should be noted on all Service Accounts.

2. Resources

o Contractor technicians require access to work order and customer details once assigned to a booking.

o Dispatchers need a schedule board for their region(s).

3. Products and Services

o All parts that are removed from a customer's equipment must be returned to the Main warehouse.

o Products to be marked as Assets will be configured accordingly.

o All products that will become Assets require instalation by a technician.

o All products are received into the Main warehouse.

4. Work Orders

o The ability to have templates for work orders; The templates will provide guidance for technicians along with recommended products and default services.

o Once a work order is posted it should no longer show on views.

o Contoso will use the "out of the box" work order statuses to begin, though they may be changed in later phases of the project.

5. Scheduling

o Once a work order is scheduled, do not change the time.

o Work Orders scheduled to technician(s) who do not have the desired skill set and level should show a warning.

6. Security and access

o Safeguards must be in place for the data on the Field Service Mobile App if a technician loses his mobile phone or tablet device, o The Field Service Administrator needs the ability to update the defaults for the schedule assistant.

7. Accounts

o Any Service Accounts that do not have a Billing Account noted should show a warning, o Any Billing Accounts that do not have a Price List noted should show a warning.

質問 # 52

You need to create a requirement group for a work order.

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.

正解：

解説：

Answer Area

Create a requirement group template.

Associate an incident type to the requirement group template.

Add the incident type to a work order and book the work order.

1 - Create a requirement group template.
2 - Associate an incident type to the requirement group template.
3 - Add the incident type to a work order and book the work order.

質問＃53
DRAG DROP
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.

Steps

Select Publish to enable the derived template for mobile use.

Install the Field Mobile Configuration Solution in Woodford.

Open the parent mobile project template and select Publish All.

Install the Field Service Mobile configuration tool in Dynamics 365.

Highlight the mobile project template and select Derive. Assign the security roles.

Import the field service mobile project template. Publish the template.

Order

正解：

解説：

Steps	Order
Select Publish to enable the derived template for mobile use.	Install the Field Mobile Configuration Solution in Woodford.
Install the Field Mobile Configuration Solution in Woodford.	Import the field service mobile project template. Publish the template.
Open the parent mobile project template and select Publish All.	Highlight the mobile project template and select Derive. Assign the security roles.
Install the Field Service Mobile configuration tool in Dynamics 365.	Open the parent mobile project template and select Publish All.
Highlight the mobile project template and select Derive. Assign the security roles.	
Import the field service mobile project template. Publish the template.	

Explanation:

Order

Install the Field Mobile Configuration Solution in Woodford.

Import the field service mobile project template. Publish the template.

Highlight the mobile project template and select Derive. Assign the security roles.

Open the parent mobile project template and select Publish All.

質問＃54

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私たちが直面するプレッシャーはあらゆる面からもたらされます。社会情勢が変化するにつれて、これらの圧力は増加する一方です。私たちは外部環境を変えることはできませんが、自分の能力を向上させることができます。だから私たちのMB-240練習問題をお勧めます。私たちのMB-240試験問題を勉強すれば、あなたが憧れているMB-240認定試験資格証明書を得るだけでなく、より良いものになることもできます。

MB-240独学書籍：https://www.it-passports.com/MB-240.html

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ユニーク-100％合格率のMB-240試験概要試験-試験の準備方法MB-240独学書籍

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