

Free PDF Quiz Microsoft - Trustable MB-240 - Valid Microsoft Dynamics 365 Field Service Functional Consultant Study Guide



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In sum, the Microsoft MB-240 exam represents a valuable opportunity for individuals who are looking to gain expertise in Field Service management and enhance their skills as functional consultants. MB-240 exam covers a broad range of topics, including scheduling and dispatching resources, inventory management, and the integration of Field Service with other Dynamics 365

applications. Passing MB-240 Exam requires a comprehensive understanding of the field and the ability to implement industry best practices into a solution that meets customers' needs.

Microsoft Dynamics 365 Field Service Functional Consultant Sample Questions (Q71-Q76):

NEW QUESTION # 71

Your company is preparing to deploy the Dynamics Field Service with Mobile Application.

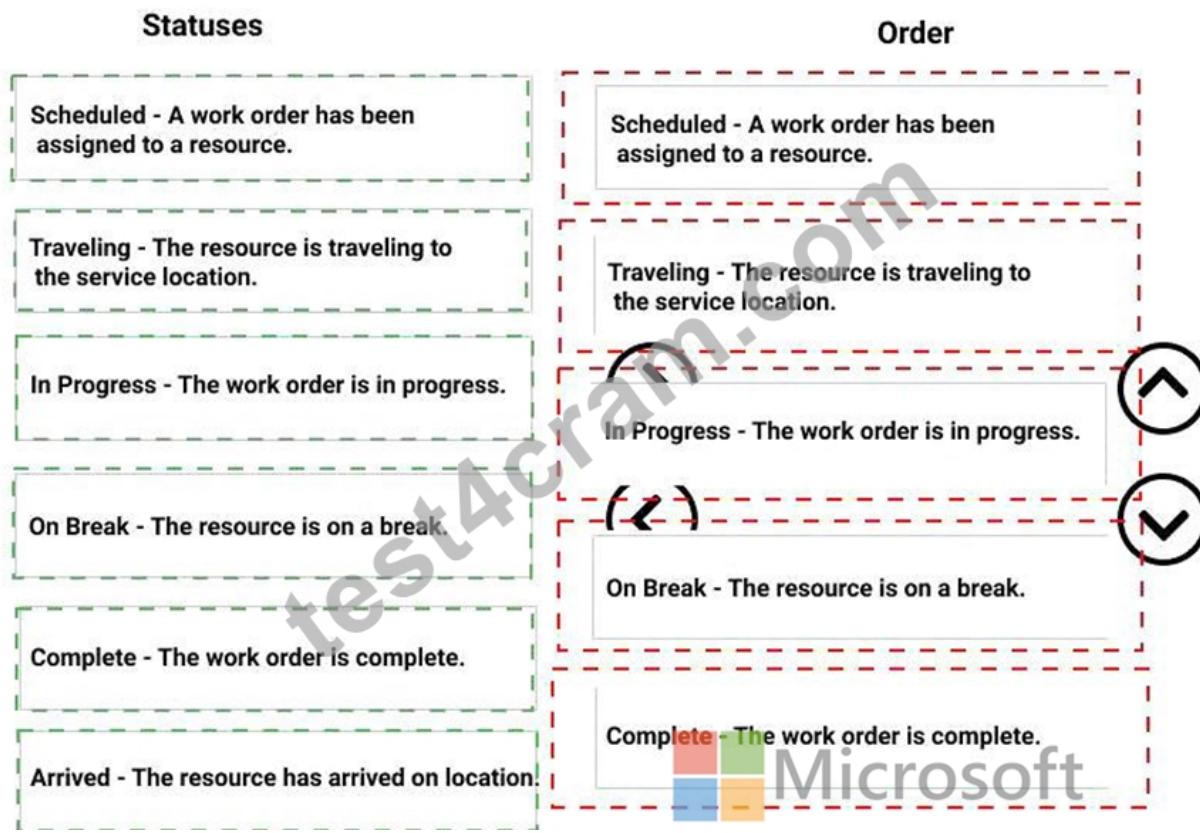
Your manager asks you to ensure that the Booking Statuses will match with the current business process the field technicians are following.

As the Field Service Administrator, you review the documentation and discover that the out-of-the-box BookingStatuses will meet your company's needs.

What is the order of the Booking Statuses for the five out-of-the box booking status fields? To answer, move the five out-of-the-box booking status fields to the answer area and arrange them in the correct order.

Answer:

Explanation:



Explanation:

Order

Scheduled - A work order has been assigned to a resource.

Traveling - The resource is traveling to the service location.

In Progress - The work order is in progress.

On Break - The resource is on a break.

Complete - The work order is complete.

NEW QUESTION # 72

You are a Dynamics 365 for Field Service Administrator.

You install and configure Connected Field Service with Azure IoT Central. Several of your connected devices sent alerts back to Dynamics 365 and work orders were created. However, the work orders were not sent back to Azure IoT Central.

You need to resolve the issue.

Which Action should you take to resolve the issue?

- A. Configure the Dynamics 365 workflow When a work order is created in Connected Field Service, update IoT Central.
- **B. Configure the Microsoft Flow When a work order is created in Connected Field Service, update IoT Central.**
- C. Create an IoT action in Dynamics 365 to trigger an update in IoT Central.
- D. Create an IoT Command in Dynamics 365 to trigger an update in IoT Central.

Answer: B

NEW QUESTION # 73

You are a Dynamics 365 for Field Service Administrator.

You install and configure Connected Field Service with Azure IoT Central. Several of your connected devices sent alerts back to Dynamics 365 and work orders were created. However, the work orders were not sent back to Azure IoT Central.

You need to resolve the issue.

Which Action should you take to resolve the issue?

- A. Configure the Dynamics 365 workflow When a work order is created in Connected Field Service, update IoT Central.
- **B. Configure the Microsoft Flow When a work order is created in Connected Field Service, update IoT Central.**
- C. Create an IoT action in Dynamics 365 to trigger an update in IoT Central.
- D. Create an IoT Command in Dynamics 365 to trigger an update in IoT Central.

Answer: B

Explanation:

NEW QUESTION # 74

Your company implemented the Microsoft Dynamics 365 Field Service mobile app.

A dispatcher supervisor asks you to ensure that the booking statuses will match the business processes currently used by the field technicians. You will use out-of-the-box booking statuses to fulfill this need.

In which order should field technicians update their booking statuses? To answer, move all booking status fields from the list of booking status fields to the answer area, and arrange them in the correct order.

□

Answer:

Explanation:

□

Explanation:

□

NEW QUESTION # 75

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

Answer: B

Explanation:

Explanation/Reference:

References:

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

NEW QUESTION # 76

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