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Answer Area

Product is Converted to Customer Asset.	Work Order Product is Estimated. Booking is Closed and Work Order is Closed-Posted.	
Product is not Converted to Customer Asset.	Work Order Product is Used. Booking is Closed and Work Order is Open - Completed.	
Product is Converted as an Inactive Customer Asset.	Work Order Product is Used. Booking is Canceled and Work Order is Closed-Posted.	

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Microsoft MB-240 Exam Syllabus Topics:

Section	Weight	Objectives
Manage Inventory and Procurement (15-20%)	15-20%	- Configure product inventory and item associations - Manage inventory levels and stock locations - Handle inventory adjustments and transfers - Process purchase orders and returns - Configure warehouse and inventory settings
Manage Field Service Mobile Application (10-15%)	10-15%	- Manage mobile forms and workflows - Configure resource and technician mobile experiences - Handle offline capabilities and synchronization - Configure Field Service Mobile app settings
Manage Work Orders (20-25%)	20-25%	- Configure work order lifecycle and statuses - Manage work order reporting and analytics - Handle work order incidents and resolutions - Process work order inspections and recommendations - Manage work order products, services, and notes - Create and manage work orders
Configure Field Service (20-25%)	20-25%	- Configure scheduling configurations and booking setup - Set up and configure customer assets - Set up and configure resource characteristics and skills - Configure work order types and incident types - Configure Field Service organizations and structures - Configure pricing, billing, and cost entities - Implement security roles and field service settings
Scheduling and Dispatch (20-25%)	20-25%	- Manage scheduling options and requirements - Handle scheduling conflicts and rescheduling - Configure schedule board and board features - Configure map view and route optimization - Schedule work orders using various methods - Optimize schedules using resource scheduling optimization
Manage Asset and Connected Field Service (5-10%)	5-10%	- Manage asset IoT connections and monitoring - Configure IoT integrations and alerts - Process IoT alerts and work order creation - Implement connected field service scenarios

Microsoft MB-240 PDF: Microsoft Dynamics 365 Field Service Functional Consultant考試—100% 免費

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最新的 Microsoft Dynamics 365 MB-240 免費考試真題 (Q181-Q186):

問題 #181

During requirement and design discussions, Litware, Inc. Subject Matter Experts (SMEs) discuss a specific scenario.

A customer purchases an HVAC system along with a 1-year service contract and a 3-year extended warranty. After 9 months, the system shuts down and the customer cannot get it started back up. The customer calls into Litware, Inc. to inform them the system is down and he needs a service technician to come out to fix the unit.

The SMEs want to know which functionality within Dynamics 365 Field Service can handle the scenario.

Which configuration steps should you take in each of the categories listed? To answer, drag the appropriate configuration to the correct category in the answer area. Each element 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 content.

NOTE: Each correct match is worth one point.

Configurations	Answer Area	Categories	Configurations
Work Order Type Incident Type Business Rule Service Level Agreement Booking Rule Booking Alert Resource Schedule Optimization	Classify work order for HVAC Down. Automatically set work order Priority to HIGH for HVAC Down issues. Do not allow Priority to be changed. Assign HVAC down work order within 1 hour and have service tech onsite within 2 hours. Do not allow HVAC booking to be moved once a resource is assigned.		

答案：

解題說明：

Configurations

Work Order Type

Incident Type

Business Rule

Service Level Agreement

Booking Rule

Booking Alert

Resource Schedule Optimization

Answer Area

Categories

Classify work order for HVAC Down.

Automatically set work order Priority to HIGH for HVAC Down issues. Do not allow Priority to be changed.

Assign HVAC down work order within 1 hour and have service tech onsite within 2 hours.

Do not allow HVAC booking to be moved once a resource is assigned.

Configurations

Work Order Type

Incident Type

Booking Alert

Booking Rule

問題 #182

Litware, Inc. needs your company to suggest a best practice for implementing multi-resource work order scheduling for kitchen cabinet installation jobs, that includes a new, inexperienced technician.

In addition, they need a resource skilled in cabinet installation and cabinet resurfacing.

Using the requirements provided, which five 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

For each requirement for the requirement group template, ensure the duration is filled in. Each requirement duration can vary.

Add the Installation incident type to the Kitchen Cabinet Installation requirement group.

Add requirements to the requirement group template for each of the required skills. Set the **All** or **Any** option to **Any**.

For each requirement for the requirement group template, ensure the duration is filled in. Each requirement duration must be the same.

Create a requirement group template called Kitchen Cabinet Installation. Set **Is Template** to **Yes**.

Add requirements to the requirement group template for each of the required skills. Set the **All** or **Any** option to **All**.

Add the requirement group to the Kitchen Cabinet Installation incident type.

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

Order

1

2

3

4

5

Navigation icons: Left arrow, Right arrow, Up arrow, Down arrow.

答案：

解題說明：

Actions

- For each requirement for the requirement group template, ensure the duration is filled in. Each requirement duration can vary.
- Add the Installation incident type to the Kitchen Cabinet Installation requirement group.
- Add requirements to the requirement group template for each of the required skills. Set the **All** or **Any** option to **Any**.
- For each requirement for the requirement group template, ensure the duration is filled in. Each requirement duration must be the same.
- Create a requirement group template called Kitchen Cabinet Installation. Set **Is Template** to **Yes**.
- Add requirements to the requirement group template for each of the required skills. Set the **All** or **Any** option to **All**.
- Add the requirement group to the Kitchen Cabinet Installation incident type.
- Add the Installation incident type to a work order, and book the work order.

Order

- For each requirement for the requirement group template, ensure the duration is filled in. Each requirement duration must be the same.
- Create a requirement group template called Kitchen Cabinet Installation. Set **Is Template** to **Yes**.
- Add requirements to the requirement group template for each of the required skills. Set the **All** or **Any** option to **All**.
- Add the requirement group to the Kitchen Cabinet Installation incident type.
- Add the Installation incident type to a work order, and book the work order.

Explanation:

Actions

- For each requirement for the requirement group template, ensure the duration is filled in. Each requirement duration can vary.
- Add the Installation incident type to the Kitchen Cabinet Installation requirement group.
- Add requirements to the requirement group template for each of the required skills. Set the **All** or **Any** option to **Any**.

Order

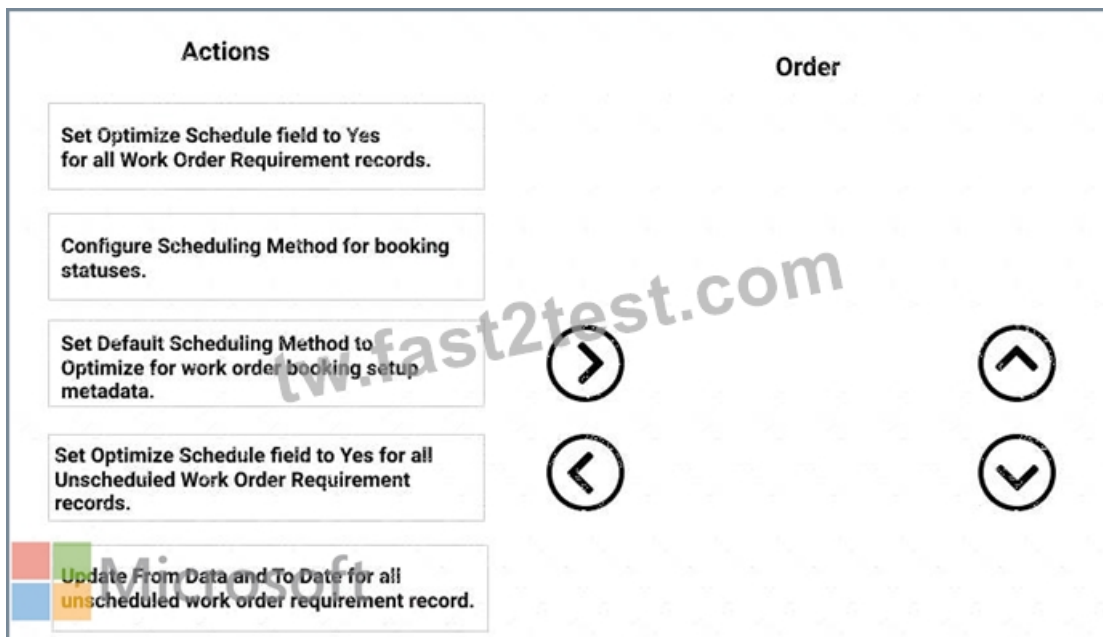
- For each requirement for the requirement group template, ensure the duration is filled in. Each requirement duration must be the same.
- Create a requirement group template called Kitchen Cabinet Installation. Set **Is Template** to **Yes**.
- Add requirements to the requirement group template for each of the required skills. Set the **All** or **Any** option to **All**.
- Add the requirement group to the Kitchen Cabinet Installation incident type.
- Add the Installation incident type to a work order, and book the work order.

問題 #183

You are setting your environment to use Resource Scheduling Optimization (RSO). You have enabled Optimize Schedule for all Bookable Resources.

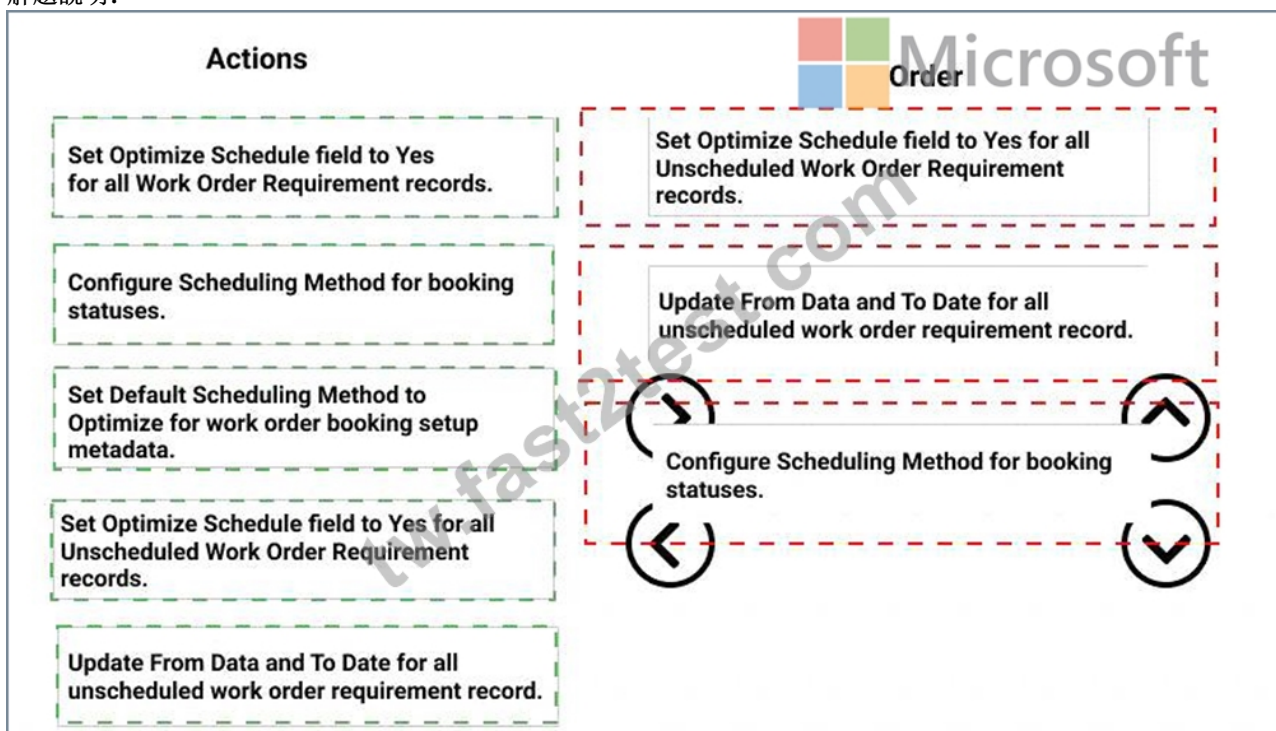
You need to complete the remaining steps to prepare your work order data for optimization.

Which three actions should you perform, in sequence, to achieve the goal? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

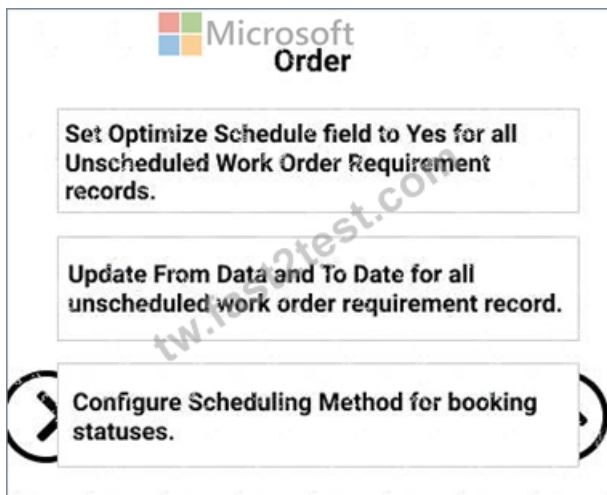


答案:

解題說明:



Explanation:



問題 #184

The company has hired a new manager to set up and configure Field Service to automatically schedule work orders to the most appropriate resource scheduling.

The manager is unable to optimize requirements and bookings related to work orders.

Which three settings are required? Each correct answer presents part of the solution.

- A. Enable Resource Scheduling Optimization.
- B. Set Connect to Maps as Yes.
- C. Add the RSO dispatcher role to a dispatcher.
- D. Add RSO to the profile Field Service-Administrator.
- E. Assign the Field Service-Administrator security role to the RSO user.

答案: A,B,E

解題說明:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/rso-configuration>

問題 #185

DRAG DROP

Your company's inventory clerk has received a truck shipment of parts for repair of equipment on such a rush order. The order needs to be completed as soon as possible.

Which three steps, in sequence, are needed to receive the products to the existing rush order in Field Service?

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

STEPS

ORDER

Click Receipt Products

Create an Inventory Adjustment record.

Click Show Purchase order Products
not fully received yet.

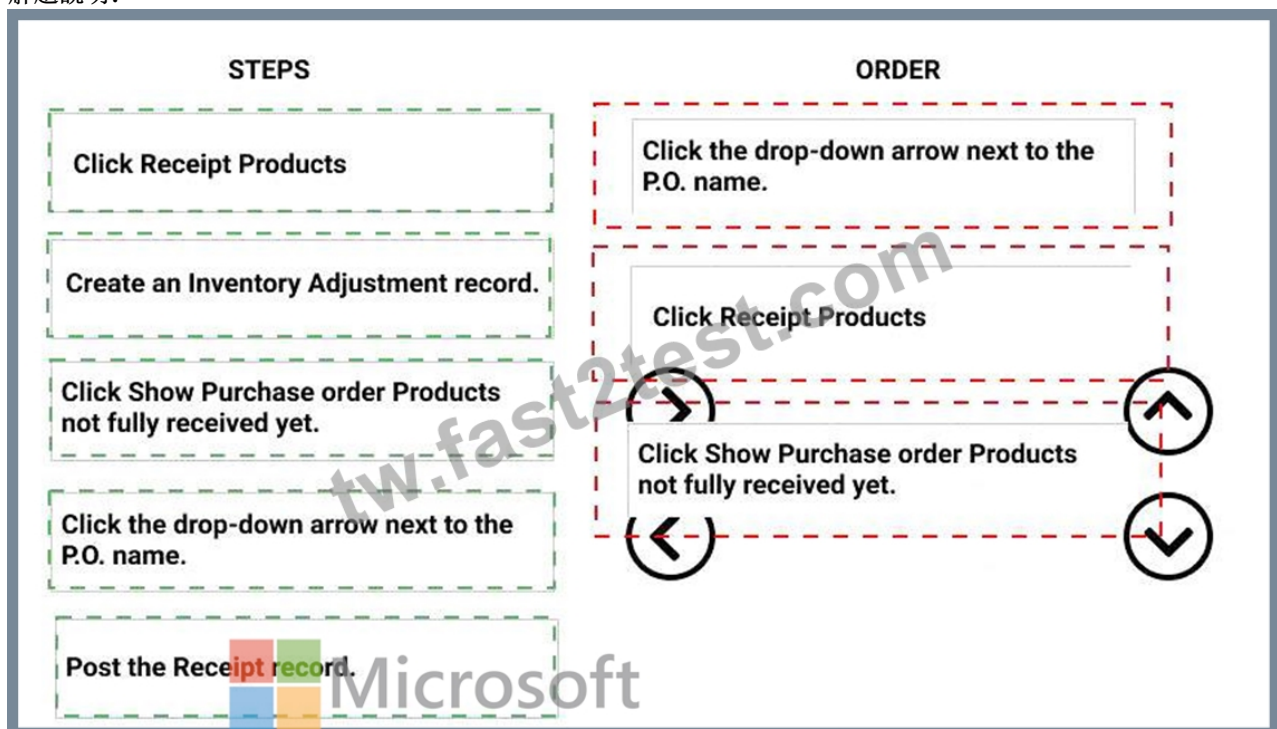
Click the drop-down arrow next to the
P.O. name.

Post the Receipt record.



答案:

解題說明:



Explanation:



問題 #186

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