

# MB-240최신업데이트덤프자료최신시험대비자료

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Tags: MB-230퍼펙트공부, MB-230시험공시, MB-230시험대비덤프최신문제, MB-230최신업데이트인중공부자료, MB-230시험덤프문제

참고: DumpTOP에서 Google Drive로 공유하는 무료, 최신 MB-240 시험 문제집이 있습니다:  
<https://drive.google.com/open?id=1LvGHyO8NRvdHzh9vnOFfSdDapNUdfRtR>

경쟁이 치열한 IT업계에서 굳건한 자신만의 자리를 찾으려면 국제적으로 인정받는 IT자격증 취득은 너무나도 필요합니다. Microsoft인중 MB-240시험은 IT인사들중에서 뜨거운 인기를 누리고 있습니다. DumpTOP는 IT인중시험에 대비한 시험전 공부자료를 제공해드리는 전문적인 사이트입니다. 한방에 쉽게 Microsoft인중 MB-240시험에서 고득점으로 패스하고 싶다면 DumpTOP의 Microsoft인중 MB-240덤프를 선택하세요. 저렴한 가격에 비해 너무나도 높은 시험적중율과 시험패스율, 언제나 여러분을 위해 최선을 다하는 DumpTOP가 되겠습니다.

시험은 약 40-60개의 객관식 문제로 구성되며, 시험 응시자는 150분 동안 시험을 마쳐야 합니다. 시험에 합격하려면 응시자는 1000점 중 최소 700점 이상을 획득해야 합니다. 마이크로소프트는 응시자가 MB-240 시험을 보기 전에 Dynamics 365 Field Service에 대한 실습 경험을 갖는 것이 도움이 될 것이라고 권장합니다. MB-240 시험에 합격함으로써 전문가들은 Dynamics 365 Field Service 분야에서의 전문성을 증명하고 이 분야에서의 경력 기회를 증대시킬 수 있습니다.

Microsoft MB-240 (Microsoft Dynamics 365 Field Service Functional Consultant) 시험은 Microsoft Dynamics 365 Field Service 플랫폼의 기능 컨설턴트가 되고자하는 전문가들을 위한 자격증 시험입니다. 이 자격증 시험은 고객 서비스, 자원 일정 관리, 모빌리티 및 Dynamics 365 Field Service 솔루션의 전반적인 기능 등 다양한 영역에서 후보자의 지식과 기술을 시험합니다.

## MB-240 최신 덤프문제 - MB-240덤프데모문제

IT자격증을 많이 취득하여 IT업계에서 자신만의 단단한 자리를 보장 하는것이 여러분들의 로망이 아닐까 싶습니다. DumpTOP의 완벽한 Microsoft인증 MB-240덤프는 IT전문가들이 자신만의 노하우와 경험으로 실제Microsoft인증 MB-240시험문제에 대비하여 연구제작한 완벽한 작품으로서 100%시험통과율을 보장합니다.

### 최신 Microsoft Dynamics 365 MB-240 무료샘플문제 (Q122-Q127):

#### 질문 # 122

You are the Dynamics 365 Field Service technician manager for Contoso Ltd.

Your customers are indicating they are being double invoiced for certain work orders. They are receiving the quarterly invoice, and another invoice after the service is performed.

You need the system to automatically handle these scenarios, while still sending out invoices for work orders that are not generated from an agreement.

What should you do to avoid double billing your customers that have agreements?

- A. Update the Invoice Journal lines to ensure the lines are \$0.00.
- B. Manually update the Invoice lines prior to sending to the customer.
- C. Create a process using price lists and entitlements to ensure the work order subtotal and work order invoice is \$0.00.
- D. Turn-off Invoice Generated on Closed-Posted work orders to avoid invoice generation when a work order is Closed-Posted.

정답: C

#### 질문 # 123

Your client wants to build some workflows to automate certain approvals.

You need to enable Microsoft Power Automate flows in the Microsoft Dynamics 365 Field Service settings.

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.

정답:

설명:

Explanation:

질문 # 124


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.

Microsoft  
**Answer Area**

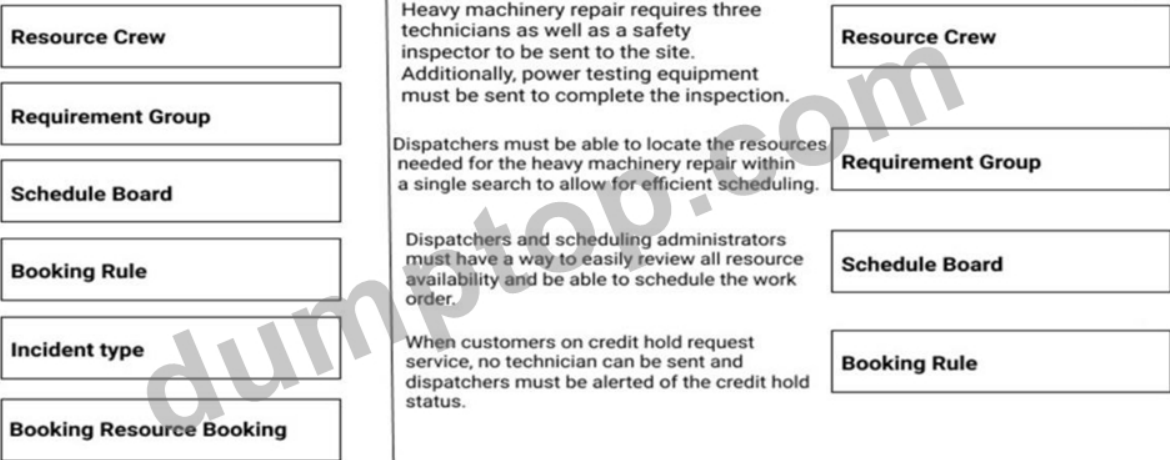
<b>Resource Crew</b>	Heavy machinery repair requires three technicians as well as a safety inspector to be sent to the site. Additionally, power testing equipment must be sent to complete the inspection.	
<b>Requirement Group</b>	Dispatchers must be able to locate the resources needed for the heavy machinery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

정답:

설명:



## Answer Area



### 질문 # 125

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 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 Desired Functionality.

## 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

## Desired Functionality. 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
- 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. The company uses internal assets on jobs and also maintains them

What would be the most efficient way of handling the company's needs?

- A. Enable the Customer Asset table for scheduling, then add it as a Resource Type.

- B. Create a Facility/Equipment for the Asset, then add it as a Resource Type.
- C. Set up the equipment as a Contact in the system, then add it as a Contact Resource.
- D. Set the internal assets up as a User so they can be used for Resource Scheduling Optimization (RSO) as well.

정답: D

**질문 # 126**

Drag and Drop Question

To improve communications with customers, your company has decided to implement Twilio, a third-party communication platform that has call and messaging capabilities.

The Twilio solution includes a number of core components to deliver the capability, all of which need to be set up.

Which five steps should you take in sequence to prepare data for optimization? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

STEPS	ORDER
Configure Microsoft Flow Account.	
Set up a Twilio account.	
Generate account SID and authentication token.	<div style="display: flex; justify-content: space-around;"> <span>⤴</span> <span>⤵</span> </div>
Configure SMS and IVR workflows.	<div style="display: flex; justify-content: space-around;"> <span>⤴</span> <span>⤵</span> </div>
Install a Twilio-managed solution.	
Obtain phone numbers.	

정답:

설명:

## STEPS

Configure Microsoft Flow Account.

## ORDER

Set up a Twilio account.

Generate account SID and authentication token.

Obtain phone numbers.

Install a Twilio-managed solution.

Configure SMS and IVR workflows.



Explanation:

<https://www.microsoft.com/en-us/download/confirmation.aspx?id=53586>

Check - Twilio Integration Guide

### 질문 # 127

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BONUS!!! DumpTOP MB-240 시험 문제집 전체 버전을 무료로 다운로드하세요: <https://drive.google.com/open?id=1LvGHyO8NRvdHzh9vnOFfSdDapNUdfRtR>