

MB-240 Exam Guide Materials & Valid Dumps MB-240 Questions

Preparatory Guide

MB-240

UNDERSTANDING CONCEPTS



- Configure field service applications
- Manage work orders
- Schedule and dispatch work orders
- Manage field service mobility
- Manage inventory and purchasing
- Manage assets and agreements

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Microsoft MB-240 exam is ideal for professionals who have experience in field service management, service delivery, or customer

service. Candidates who pass MB-240 exam demonstrate their expertise in using Dynamics 365 Field Service to deliver high-quality customer service, optimize resource utilization, and manage service contracts efficiently. Microsoft Dynamics 365 Field Service Functional Consultant certification is an excellent way for professionals to validate their skills and increase their credibility in the market. Moreover, passing the MB-240 Exam leads to the Microsoft Certified: Dynamics 365 Field Service Functional Consultant Associate certification, which is highly sought after by employers in the industry.

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Microsoft Dynamics 365 Field Service Functional Consultant Sample Questions (Q16-Q21):

NEW QUESTION # 16

You are a Dynamics 365 for Field Service Dispatcher.

You need to use the schedule board to find resources for a work order. The work order can be completed by any resource who has the correct piece of equipment and who is available at 9:00 A.M during a selected week.

Which four steps must you take, in sequence, to successfully implement this capability within the schedule board? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Actions	Answer Area
Book the work order.	
Create a new requirement group.	
Create a requirement group template.	
Add the incident type to a work order.	
Associate an incident type to the requirement group template.	
Book the requirement with the scheduling assistant.	

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Answer:

Explanation:

Answer Area

Create a requirement group template.

Associate an incident type to the requirement group template.

Add the incident type to a work order.

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.
- 4 - Book the work order.

NEW QUESTION # 17

You need to create a purchase order for a thermal overload cooling fan for a refrigeration unit on the shop floor. After creating a purchase order, what are the five steps, in sequence, for completing the order and receiving the products? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Steps

Order

Add Purchase Order receipt products.

Send completed bill to Enterprise Resource Planning (ERP).

Create a Purchase Order Receipt.

Add Products.

Obtain Approval.

Create Purchase Order Bill.



Answer:

Explanation:



Explanation:



NEW QUESTION # 18

One of your Microsoft Dynamics 365 customers is an existing user of Microsoft Power Pages for their clients and partners. They want to enable the Field Service feature in the portal to allow their clients to track technicians and book an appointment from the portal.

You need to provide a recommendation about the Field Service customer experience portal. What should you recommend?

- A. Select the Customer Self-service portal template to deploy the Field Service customer experience portal.
- B. Select the Partner portal template to deploy the Field Service customer experience portal.

- C. Deploy the Field Service customer experience package with any portal.
- D. Deploy the Field Service customer portal as a standalone experience.

Answer: B

NEW QUESTION # 19

DRAG DROP

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 Booking Statuses 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.

Select and Place:

Answer:

Explanation:

Section: Schedule and dispatch work orders

NEW QUESTION # 20

Service technicians perform groups of related activities. You need to provide a total estimated duration for the group of activities so that they can be scheduled as one assignment. Which set of entities should you use?

- A. work order and activities
- B. case and activities
- C. case and service tasks
- **D. work order and service tasks**

Answer: D

NEW QUESTION # 21

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