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The MB-240 Exam is intended for professionals who are responsible for implementing and configuring Dynamics 365 Field Service solutions for their organizations. Candidates for MB-240 exam should have a strong understanding of the application's features and capabilities, as well as experience with related technologies such as Azure, PowerApps, and Power BI. They should also possess excellent communication and problem-solving skills, as they will be required to work with customers to identify their business requirements and provide solutions that meet their needs.

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Microsoft Dynamics 365 Field Service Functional Consultant Sample Questions (Q132-Q137):

NEW QUESTION # 132

You are advising your customer on how to configure their territories.

You need to identify the options that are related to territories during the configuration.

Which three relationships are available? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Territory Hierarchies
- B. Postal Codes
- C. Resources
- D. Accounts
- E. Contacts

Answer: B,C,D

NEW QUESTION # 133

A customer wants to book a servicing appointment from the Field Service self-scheduling portal.

The customer needs to be able to schedule an appointment with an available technician with the right skillset for the job.

Which two options can be used? Each correct answer presents a complete solution, NOTE: Each correct selection is worth one point

- A. Communication Type
- B. Service Type
- C. Service Product
- D. Work Order type

Answer: B,D

NEW QUESTION # 134

Drag and Drop Question

You are a Dynamics 365 for Field Service Administrator. You are working with your company's scheduling team on requirements for a new schedule board view.

The team needs a schedule board view where they only see work orders with a priority of Critical.

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

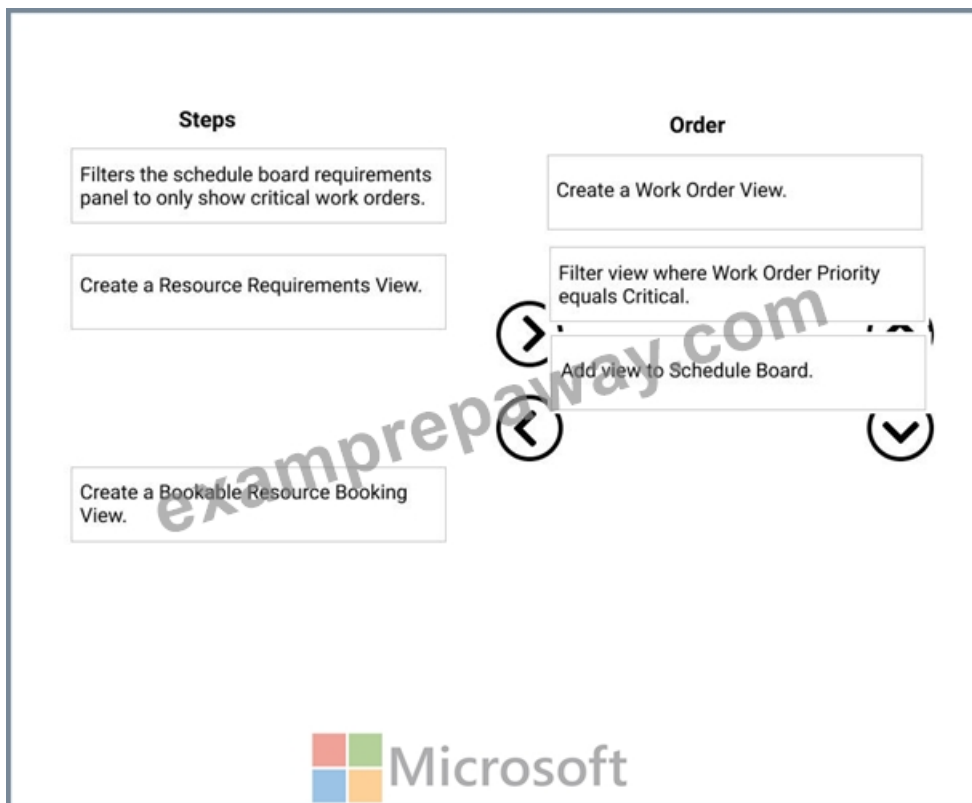


Steps	Order
Filters the schedule board requirements panel to only show critical work orders.	
Create a Resource Requirements View.	
Filter view where Work Order Priority equals Critical.	
Create a Bookable Resource Booking View.	
Add view to Schedule Board.	
Create a Work Order View.	

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

Answer:

Explanation:



NEW QUESTION # 135

LitWare has requirements for configuring the Insurance.

You are responsible for setting up the system to manage the insurance

Which three actions should you perform in sequence? To answer, move the three appropriate actions from the list of actions to the answer area. Arrange the three actions in the correct order.

Actions

- Create a one-to-many relationship between insurance and subcontractor.
- Check the insurance flag on the account record.
- Enable Trades Coverage in the settings.
- Create a cloud flow to validate the insurance and send reminder.

Order

-
-
-

Microsoft

Answer:

Explanation:

Actions

- Create a one-to-many relationship between insurance and subcontractor.
- Check the insurance flag on the account record.
- Enable Trades Coverage in the settings.
- Create a cloud flow to validate the insurance and send reminder.

Order

- Enable Trades Coverage in the settings.
- Create a one-to-many relationship between insurance and subcontractor.
- Create a cloud flow to validate the insurance and send reminder.

Microsoft

Explanation:

To manage the insurance for LitWare, you should perform the following actions in sequence:

- * Enable Trades Coverage in the settings.
- * Create a one-to-many relationship between insurance and subcontractor.
- * Create a cloud flow to validate the insurance and send a reminder.

These steps will help ensure that insurance details are properly managed and that reminders are sent out in a timely manner. This is crucial for maintaining compliance and ensuring that all subcontractors have valid insurance coverage.

Topic 4, LitWare Inc. New Case study LitWare Inc. is a plumbing and heating company which provides installation, maintenance, and repair services in United States (U.S.) and Canada.

LitWare also offers various installation and repair services such heating, venting, and air conditioning (HVAC), plumbing, and roofing for commercial customers using their employees and subcontractors.

Company structure and resources

The company has three main types of services, each offering a different combination of service personnel.

1. Training services provide training to LitWare employees and subcontractors to perform the work in the regions serviced.
 2. Unplanned maintenance services address emergency repair requests for their customers.
 - o Dispatchers are assigned to all territories in a region. Dispatchers assign repair and installation work to repair technicians based on their skills.
 - o Repair technicians are employees and subcontractors.
 3. Planned maintenance services perform regular and planned checks for their customers.
 - o inspectors are assigned to all regions based on skills and expertise.
 - o Installers are assigned to multiple territories in a geographic region.
 - o Repair technicians are employees and subcontractors.
 - o Dispatchers are assigned to all territories in a region. Dispatchers assign repair and installation work to technicians based on skills.
- All the inspection, repair, and installation employees utilize the Field Service mobile app.
Dispatchers can see all work request data for their region and see all the bookable resources.

Job structure

Typical job assignments are as follows:

- * Inspections: 1 -2 resources
- * Installations: minimum 2 resources. 1 expert
- * Repairs: 1 -3 resources

Skills and certifications

The following spreadsheet tracks the skills and certifications earned by each internal employee:

Skills	Certifications
Plumbing	Certified Plumber
Heating	Certified HVAC Technician
Ventilation	Certified Flooring Installer
Air Conditioning	Certified HVAC Technician
Electrical	Certified Electrician
Solar Panel	Certified Solar Panel Installer

Service areas

The service areas are:

Accounts	Trade	Location	Type
-	Plumbing	U.S. & Canada	Coverage
-	Heating	U.S. & Canada	Coverage
-	Ventilation	U.S. & Canada	Coverage
-	Electrical	Canada	Coverage
-	Air Conditioning	U.S.	Coverage
In Land traders	Solar Panel	U.S.	Exclusion

For each type of job, there must be at least one certified or highly experienced resource on the job.

Their current system does not have a way to maintain the availability of a service, maintain the subcontractor's insurance details, certifications, and more options for inspectors. All work is printed out and provided as a hard copy to the resources. It is not easy to distribute the new updated materials for the service or share the new troubleshooting guides.

Planned changes

LitWare plans to implement Dynamics 365 Field Service. The requirements gathered during analysis are:

Work orders and scheduling

- * Scheduling based on resource skill, and number of required resources based on job type and duration.
- * Planned Maintenance emergency calls take priority over other types of jobs.
- * Schedule resources based on location, maximizing total work hours and then minimizing drive time.
- * Ability to track technician time.
- * Ability to configure rates and pay types.
- * Ability to easily see when a resource is on Time Off on the schedule board.
- * All resource time-off requests should be approved by both their manager and their line manager.

Service contracts

- * Set up and create a Planned Maintenance type of contract.
- * Define the coverage of the regions by the work.

Inspection management

- * Ability to configure inspections.
- * Ability for inspections to be linked with work orders and customer assets.

Resources

- * Implement company holidays for U.S. and Canada.
- * Implement various pay types based on overtime, weekends and holidays, travel and regular time.
- * Implement paid time off.
- * Ability for resource calendars to reflect resource time off and work hours.

- * Access to jobs assigned for the day.
- * Ability to capture the validity of the insurance and send a 90-day reminder notification before the expiry.
- * Activate geocoding throughout the system.
- * Use territories for accounts, resources, and work orders.
- * Enable Microsoft SharePoint Integration.

Field Service mobile app

- * Ability for technician to access work orders and asset details.
- * Ability to perform inspections on the mobile app.
- * Ability to work through offline mode.
- * Ability to enter time for the work.

Technical requirements

Resources require the ability to:

- * Configure work hours templates based on their time zone.
- * Access and view their skills, skill level, and certification data.
- o Certifications set to expire over the next 90 days should show highlighted in Yellow, o Certifications already expired will show in Red.
- * Access documents either online or offline.
- * Have their time-off requests enabled for approval by default for resource who has skill of electrical, and have the requests approved by both their manager and line manager.

Work orders

- * The ability to have templates for work orders.
- o Templates will provide guidance for technicians, and help recommend products and default services.
- * Work orders created from a PM contract need to have a status = Service Contract.

Inspections:

- * Ability to configure advance inspections with conditional logics based on the questions.
- * Ability to use the latest inspections for analytics on a weekly basis.
- * Ability to perform ad-hoc inspections with assets.
- * Ability for users to export responses.

Security and access

- * Technicians in the field should only see work orders scheduled for today.
- * Technicians should have the option to enter manual time.
- * Technicians should have the option to complete the inspections.
- * Technicians should have the ability to access relevant apps to complete the job.
- * Technicians should have the ability to access the guides.
- * Administrators should have access to the technician usage of the guides.

NEW QUESTION # 136

You are implementing the schedule board for a HVAC (heating, ventilation, and air conditioning) company.

The company has two dispatchers in their own territories who only schedule resources within their territory.

You need to configure the schedule board so that each dispatcher only sees resources who belong in their territory, as well as work orders to be scheduled in their territory.

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
Ensure the unscheduled work orders views are filtered by territory on each tab.	1
Ensure the Date Window Start and Date Window End fields are populated on the work order.	2
Ensure the time zone is set for each territory.	3
Ensure each resource has the appropriate resource territory associated.	4
Create a schedule board tab for each territory.	
Add the service territory to each tab and select Save Current Filters as Default .	




Answer:

Explanation:

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