

Microsoft Dynamics 365 Field Service Functional Consultant Training Pdf Vce & MB-240 Exam Study Guide & Microsoft Dynamics 365 Field Service Functional Consultant Free Practice Pdf



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To prepare for the Microsoft MB-240 Exam, candidates need to have practical experience in implementing and configuring field service solutions in Microsoft Dynamics 365. They can also take advantage of the various study materials available, including official Microsoft training courses, self-study guides, and practice tests. By combining practical experience with study materials, candidates can develop a deep understanding of the exam topics and boost their chances of passing the exam.

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Target Audience

The MB-240 Exam is particularly created for Microsoft Dynamics 365 customer engagement and functional consultants that are

equipped with Field Service expertise including implementing solutions to manage resources. And given that there are no clear requirements for candidates, with proper training, anyone can take this test and get Microsoft certified.

Microsoft Dynamics 365 Field Service Functional Consultant Sample Questions (Q106-Q111):

NEW QUESTION # 106

You are a field service manager who reviews completed work orders before they are posted. You noticed that there are many maintenance jobs that use the same exact parts and labor, and require the same skills.

You want to create an incident type from one of the recently completed work orders, but you need to ensure that each job has a unique duration and inspection associated.

You need to update the configuration in the Create Incident Type from Work Order dialog.

Which settings should be updated in order to create your desired template? To answer, select the appropriate settings in the answer area.

NOTE: Each correct selection is worth one point.

Create Incident Type from Work Order dialog

Create Incident Type from Work Order

This will create an Incident Type from this Work Order. Incident type acts as a Work Order template and can be used for quickly creating Work Orders which are of similar types and share same Products, Services, Characteristics, and Knowledge Articles.

Estimated Duration will be derived from the copied tasks.

Incident Type Name * ---

Description ---

Work Order Type ☒ Maintenance x

Estimated Duration 2.75 hours

Copy Products ☒

Copy Characteristics ☒

Copy Tasks ☒

Copy Services ☒

Copy Articles ☒

Create Incident Type

Answer:

Explanation:

Create Incident Type from Work Order dialog

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Incident Type Name * ---

Description ---

Work Order Type ☒ Maintenance x

Estimated Duration 2.75 hours

Copy Products ☒

Copy Characteristics ☒

Copy Tasks ☒

Copy Services ☒

Copy Articles ☒

Create Incident Type

NEW QUESTION # 107

You are implementing Dynamic 365 Field Service for a customer.

You need to implement push notifications to the Field Service Mobile app to send proactive communications to the assigned technicians in real-time.

Which three actions should you perform in the Power Automate Cloud Flow 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

- ☐ Identify the user who owns the booking.
- ☐ Use the **Send Push Notification** action to configure the notification.
- ☐ Retrieve the mobile phone number of the user assigned to the booking.
- ☐ Ensure the resource on the booking is a user.
- ☐ Identify the user who is using the Field Service Mobile app.
- ☐ Use the **Send Push Notification V2** action to configure the notification.

Order

Answer:

Explanation:

Actions

- ☐ Identify the user who owns the booking.
- ☐ Use the **Send Push Notification** action to configure the notification.
- ☐ Retrieve the mobile phone number of the user assigned to the booking.
- ☐ Ensure the resource on the booking is a user.
- ☐ Identify the user who is using the Field Service Mobile app.
- ☐ Use the **Send Push Notification V2** action to configure the notification.

Order

- ☐ Ensure the resource on the booking is a user.
- ☐ Identify the user who is using the Field Service Mobile app.
- ☐ Use the **Send Push Notification V2** action to configure the notification.

Explanation:

Actions		Order	Microsoft
1	Identify the user who owns the booking.	1	Ensure the resource on the booking is a user.
2	Use the Send Push Notification action to configure the notification.	2	Identify the user who is using the Field Service Mobile app.
3	Retrieve the mobile phone number of the user assigned to the booking.	3	Use the Send Push Notification V2 action to configure the notification.

NEW QUESTION # 108

You are entering products and services into Dynamics 365 CE Field Services.

You need to ensure that your field technicians can use the products when completing work orders.

Which two field service product types should you configure to allow your technicians to add work order products? Each correct answer presents a complete solution.

- A. Service
- B. Inventory
- C. Non Inventory
- D. Product

Answer: A,B

NEW QUESTION # 109

There are certain steps a Field Service Manager must take for RMA approval, and then for creating an RMA receipt.

Which steps pertain to RMA Approval and which steps pertain to RMA Receipts? To answer, drag RMA Approval or RMA Receipts to the appropriate steps. RMA Approval and RMA Receipts 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.

RMA Approval RMA Receipt	Verify RMA products are linked to customer equipment records.	
	Arrange shipping and transportation for the products to be returned.	
	Determine if RMA products can be returned to the manufacturer and if a credit must be issued.	
	Give the step a name.	

Answer:

Explanation:

Microsoft	
RMA Approval	Verify RMA products are linked to customer equipment records.
RMA Receipt	Arrange shipping and transportation for the products to be returned.
	Determine if RMA products can be returned to the manufacturer and if a credit must be issued.
	Give the step a name.

Explanation:

Microsoft	
Verify RMA products are linked to customer equipment records.	RMA Approval
Arrange shipping and transportation for the products to be returned.	RMA Approval
Determine if RMA products can be returned to the manufacturer and if a credit must be issued.	RMA Approval
Give the step a name.	RMA Receipt

NEW QUESTION # 110

You are a Dynamics 365 for Field Service Administrator.

You are setting up a new Incident Type. There are no service tasks or products created that are related to this incident.

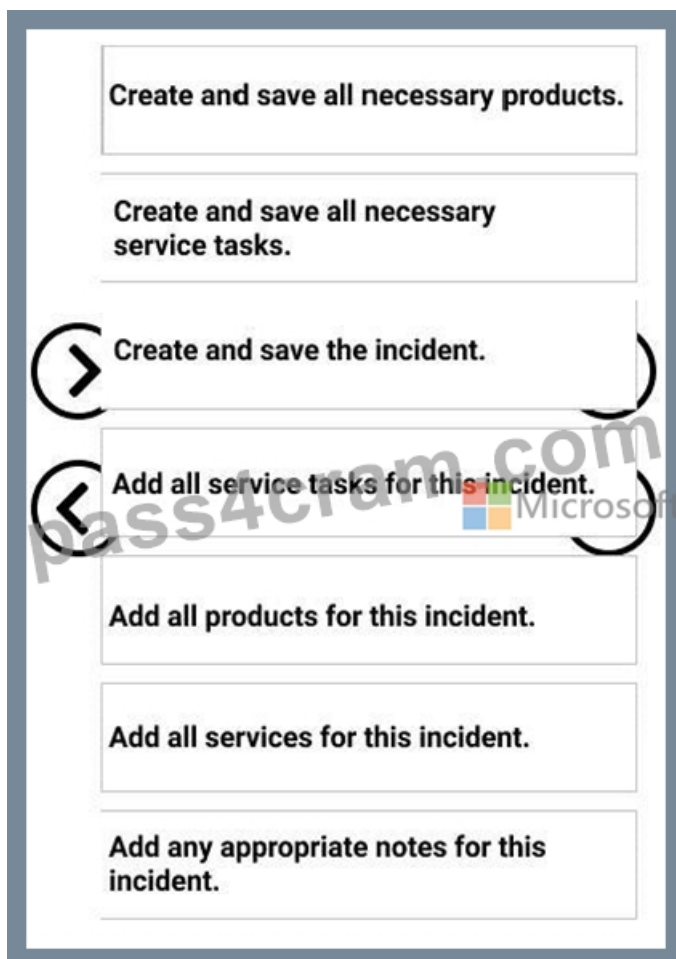
Which seven actions should you perform in sequence to add these services? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

NOTE: More than one order of answer choices is correct. You will receive credit for any of the correct orders you select.

OPTION		TARGET
Create and save all necessary service tasks.		
Create, save, and publish all necessary products.		
Create and save the incident.	➤	⬆
Add all service tasks for this incident.	⬅	⬇
Add all products for this incident.		
Add all services for this incident.		
Add any appropriate notes for this incident.		
Create and save all necessary products.		
Publish the incident.		

Answer:

Explanation:



NEW QUESTION # 111

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