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How to study the MB-240: Microsoft Dynamics 365 for Field Service Exam

Preparation of certification exams could be covered with two resource types . The first one are the study guides, reference books and study forums that are elaborated and appropriate for building information from ground up. Apart from them video tutorials and

lectures are a good option to ease the pain of through study and are relatively make the study process more interesting nonetheless these demand time and concentration from the learner. Smart candidates who wish to create a solid foundation altogether examination topics and connected technologies typically mix video lectures with study guides to reap the advantages of each but practice exams or practice exam engines is one important study tool which goes typically unnoted by most candidates. Practice exams are designed with our experts to make exam prospects test their knowledge on skills attained in course, as well as prospects become comfortable and familiar with the real exam environment. Statistics have indicated exam anxiety plays much bigger role of students failure in exam than the fear of the unknown. SureTorrent expert team recommends preparing some notes on these topics along with it don't forget to practice **MB-240 Exam exam dumps** which had been written by our expert team, each of these can assist you loads to clear this exam with excellent marks.

Microsoft Dynamics 365 Field Service Functional Consultant Sample Questions (Q69-Q74):

NEW QUESTION # 69

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

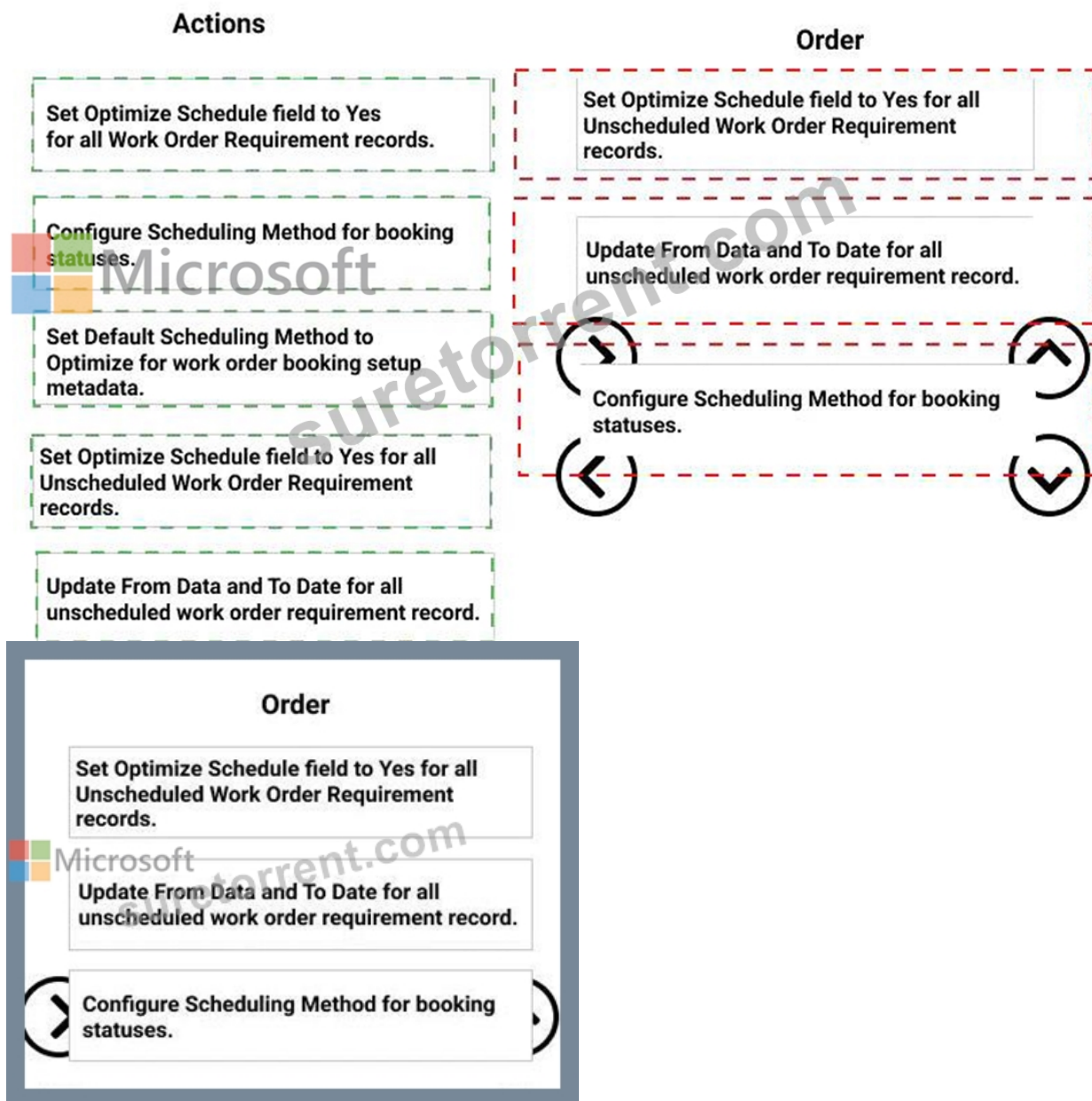
You need to complete the remaining steps to prepare your work order data for optimization.

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.

Actions	Order
Set Optimize Schedule field to Yes for all Work Order Requirement records.	
Configure Scheduling Method for booking statuses.	
Set Default Scheduling Method to Optimize for work order booking setup metadata.	➤
Set Optimize Schedule field to Yes for all Unscheduled Work Order Requirement records.	➤
Update From Data and To Date for all unscheduled work order requirement record.	➤

Answer:

Explanation:



NEW QUESTION # 70

You create a complex agreement and booking that includes service tasks and services. You need to use the existing agreement as the basis for future agreements. Which two actions should you perform? Each correct answer presents part of the solution.

- A. In the existing agreement, click Copy Agreement. Specify the new customer information and click OK.
- B. Export the agreement and booking records to Microsoft Excel. Modify the information and import the file to create new agreement.
- C. Elevate the agreement to an agreement template. Use the template to create new agreements of this type.
- D. Create a booking setup. Define an incident type for the booking setup.

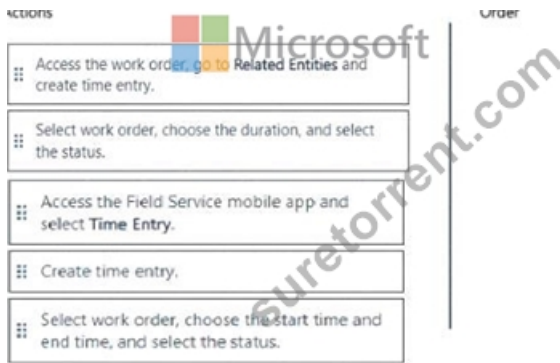
Answer: A,D

NEW QUESTION # 71

LitWare has requirements for the ability to track technician time.

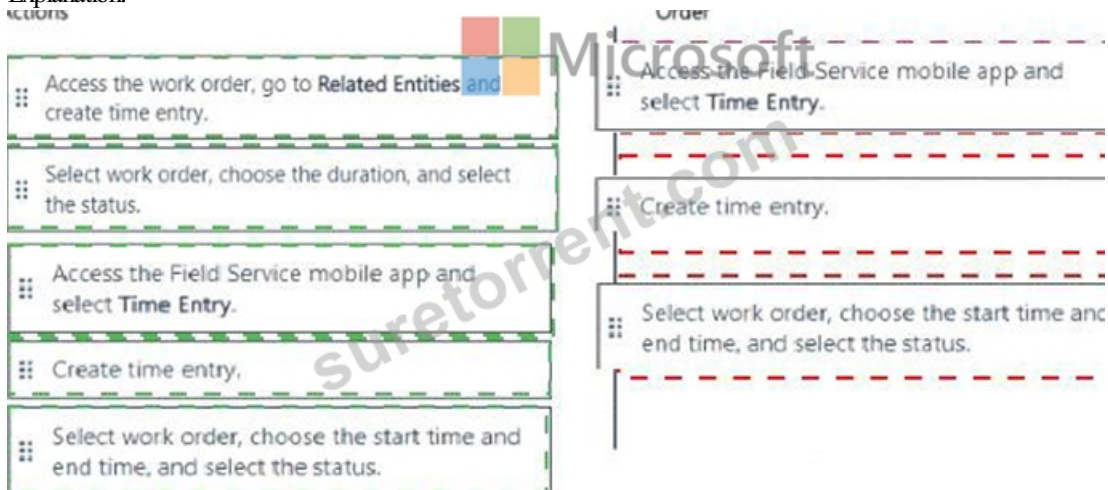
You need to set up a manual option to track the time against the work orders.

Which three actions should you perform in sequence? To answer, move the three a Arrange the three actions in the correct order.



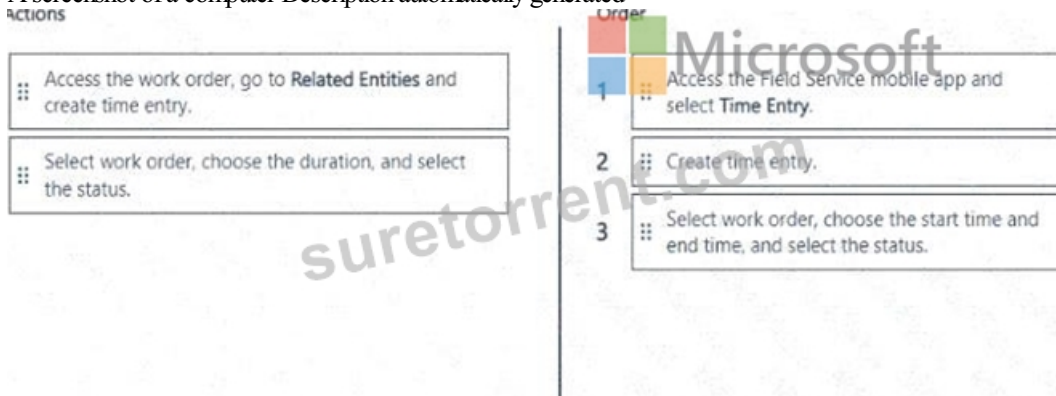
Answer:

Explanation:



Explanation:

A screenshot of a computer Description automatically generated



NEW QUESTION # 72

Your company enabled automatic time entries for all technicians.

You need to explain to the dispatchers when the time entry actuals will be created in the work order process.

In which work order status will this occur?

- A. Closed-Posted
- B. **Completed**
- C. In Progress
- D. On Break

Answer: B

NEW QUESTION # 73

Dispatchers at Contoso have access to a wide range of information because they often cover for each other within the region. However, for their normal dairy operations, they only need to be able to see resources in their territory. The dispatcher needs to customize their schedule board to filter resources to their territory. What should the dispatcher do?

- A. In the Scheduler Settings, select one Territory.
- **B. On the Filter & Map View window, select a Service Territory, then select Save Current Filters as Default.**
- C. On the Filter & Map View window, select a Resource Type, then select Save Current Filters as Default.
- D. Add a Booking Requirements tab.

Answer: B

Explanation:

Topic 3, Plumbing and heating company Case study

Company overview

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.

* Dispatchers are assigned to all territories in a region Dispatchers assign repair and installation work to repair technicians based on their skills.

* Repair technicians in employees and subcontractors

3. Planned maintenance services perform regular and planned checks for their customers.

* Inspectors are assigned to all regions based on skills and expertise.

* Installers are assigned to multiple territories in a geographic region 1 Repair technicians are employees and subcontractors

* 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 structures

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

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.	Coverage

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 c* 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 skill, skill level, and certification data
- * 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 the "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 a 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 # 74

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