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Microsoft MB-240 Certification Exam covers a range of topics related to Microsoft Dynamics 365 Field Service, including the configuration of the Field Service application, managing customer assets and inventory, managing work orders and service agreements, and scheduling and dispatching resources. Candidates who pass the exam will have a deep understanding of these topics and be able to apply their knowledge in a practical setting.

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Microsoft Dynamics 365 Field Service Functional Consultant Sample Questions (Q210-Q215):

NEW QUESTION # 210

Your customer is offering a new service that requires two resources.

You need to ensure that the right resource requirements are created, so that the technician with the right skill set will be assigned.

What are the first three steps you should perform in sequence? To answer, move the appropriate actions from the list of steps to the answer area and arrange them in the correct order.

The screenshot shows a 'Steps' list on the left and an 'Order' section on the right. The 'Steps' list contains the following items: 'Create a work order type.', 'Create resource preferences.', 'Create a requirement group.', 'Create an incident type.', and 'Create a work order.'. The 'Order' section contains three numbered boxes: 1. Create a requirement group., 2. Create an incident type., and 3. Create a work order. To the right of the 'Order' section are up and down arrow buttons for reordering.

Answer:

Explanation:

The screenshot shows the 'Steps' list on the left and the 'Order' section on the right. The 'Order' section now contains the following items: 'Create a requirement group.', 'Create an incident type.', and 'Create a work order.'. The 'Steps' list is now empty. To the right of the 'Order' section are up and down arrow buttons for reordering.

Explanation:

The screenshot shows the 'Steps' list on the left and the 'Order' section on the right. The 'Order' section now contains the following items: 1. Create a requirement group., 2. Create an incident type., and 3. Create a work order. The 'Steps' list is now empty. To the right of the 'Order' section are up and down arrow buttons for reordering.

NEW QUESTION # 211

You need to use the Agreement function in Microsoft Dynamics 365 Field Service to automatically generate work orders and invoices. This configuration will be used for preventative and maintenance work.

You need to determine the configurations that are available for you to use in the Agreements setup.

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

NOTE: Each correct selection is worth one point.

- A. Auto Generate Work Order
- B. Generate Work Order Days in Advance
- C. Auto Generate Booking Dates in 24 hours
- D. Resource Priority
- E. Booking Recurrence specification

Answer: A,B,E

NEW QUESTION # 212

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

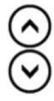
You need to enable Microsoft Power Automate flows in the Microsoft Dynamics 365 Field Service settings.

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.

Actions

Turn on Track My Technician.
Turn on Remote Assist audit logging.
Open Field Service Settings.
Set Use Enhanced Background Processing to Yes.
Deactivate the workflows.
Turn on the flows for Field Service Mobile.

Order



Answer:

Explanation:

Actions

Turn on Track My Technician.
Turn on Remote Assist audit logging.
Open Field Service Settings.
Set Use Enhanced Background Processing to Yes.
Deactivate the workflows.
Turn on the flows for Field Service Mobile.

Order

1 Open Field Service Settings.
2 Set Use Enhanced Background Processing to Yes.
3 Deactivate the workflows.
4 Turn on the flows for Field Service Mobile.

Explanation:

Actions

Turn on Track My Technician.
Turn on Remote Assist audit logging.

Order

1 Open Field Service Settings.
2 Set Use Enhanced Background Processing to Yes.
3 Deactivate the workflows.
4 Turn on the flows for Field Service Mobile.

NEW QUESTION # 213

A field service agent is performing maintenance work on Internet of Things (IoT) devices that are located at a customer site. The devices are reporting readings in real time. Why is the agent only able to see a limited amount of data from the devices?

- A. Only system admins can see historic data.
- B. The IoT devices are no longer registered.
- C. Microsoft Dynamics 365 is not connected to Azure.
- D. By default, only the last 20 readings are displayed.**

Answer: D

Explanation:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/connected-field-service>

NEW QUESTION # 214

Drag and Drop Question

You need to create a requirement group for a work order.

Which three steps 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.

Steps

Book the requirement group.
Create a requirement group template.
Associate an incident type to the requirement group template.
Create a requirement group.
Associate the work order to the requirement group.
Add the incident type to a work order and book the work order.

Order

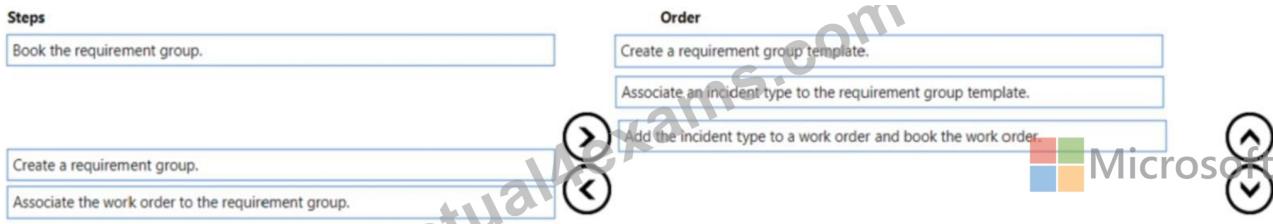


Order



Answer:

Explanation:



NEW QUESTION # 215

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