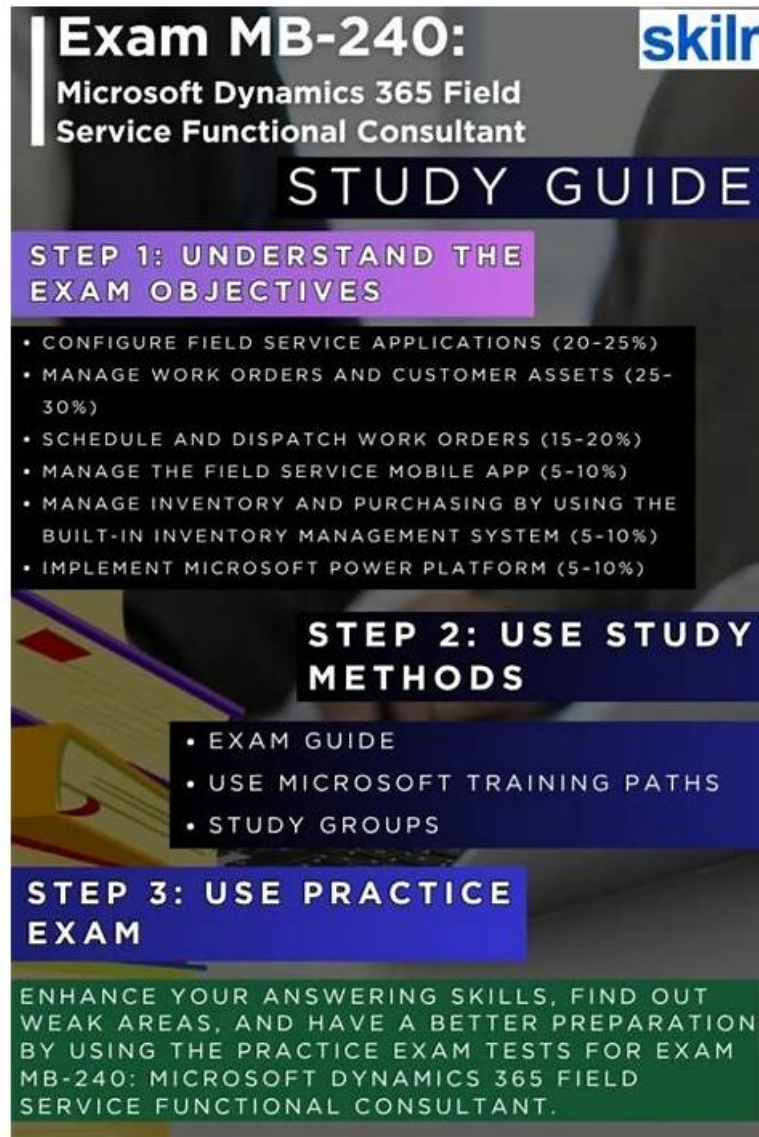


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Hilfsreiche Prüfungsunterlagen verwirklicht Ihren Wunsch nach der Zertifikat der Microsoft Dynamics 365 Field Service Functional Consultant

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Microsoft Dynamics 365 Field Service Functional Consultant MB-240 Prüfungsfragen mit Lösungen (Q65-Q70):

65. Frage

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	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.	

Antwort:

Begründung:

RMA Approval	Verify RMA products are linked to customer equipment records.	RMA Approval
RMA Receipt	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



66. Frage

The company has hired a new manager to set up and configure Field Service to automatically schedule work orders to the most appropriate resource scheduling.

The manager is unable to optimize requirements and bookings related to work orders.

Which three settings are required? Each correct answer presents part of the solution.

- A. Add the RSO dispatcher role to a dispatcher.
- **B. Enable Resource Scheduling Optimization.**
- **C. Add RSO to the profile Field Service-Administrator.**
- **D. Set Connect to Maps as Yes.**
- E. Assign the Field Service-Administrator security role to the RSO user.

Antwort: B,C,D

Begründung:

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

67. Frage

You are a Dynamics 365 for Field Service Administrator. Your organization wants to use Connected Field Service for existing Customer Assets.

You install Connected Field Service and set up Azure IoT Central, but it seems no alerts are being received in Dynamics 365 for the devices.

You need to find the issue and resolve it.

Which action should you choose?

- A. Configure the Create CFS alerts from IoT Central Workflow within Dynamics 365.
- **B. Configure the Create CFS alerts from IoT Central within Microsoft Flow.**
- C. Register the device in Dynamics 365 Connected Field Service.
- D. Create the IoT Connected Device connection role to link devices to customer assets.

Antwort: B

Begründung:

Explanation/Reference:

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/cfs-iot-central-alerts>

68. Frage

You are a Dynamics 365 for Field Service Administrator.

You have a requirement to make a custom attribute "Contract Status" required and to not allow invalid data to be entered in the attribute.

What are three ways that you can make an attribute required on a form within the Dynamics 365 for Field Service Mobile App and ensure invalid data cannot be entered? Each correct answer presents a complete solution.

- A. Create an OnSave rule to check any field's data, but without highlighting the field when the condition is not met.
- B. Create an OnChange rule to highlight a field when it does not contain correct field data.
- C. Create an OnChange rule, and set a simple validation for a field to check whether the field contains data.
- D. Create an Option Set with all possible options for the attribute.
- E. Create an OnSave rule, and display a message to the user if the specific field does not meet the required conditions.

Antwort: A,D,E

Begründung:

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 a-e 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 Roofing 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.	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 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.

69. Frage

You work for a recycling company that provides customers with large compactor units to collect their recyclable materials. The compactor units are comprised of two separate components: a container to collect the recyclable materials and a separate component that compacts the recyclable materials to make them easier to transport.

These containers are expensive, and the components tend to break down frequently, requiring ongoing maintenance and repairs.

You need to easily track the containers that your company has at each client location and maintain a service history for each of the sub-components.

- A. Configure the customer inventory records in a hierarchy, and maintain service history at the sub-component level.
- B. Configure the customer inventory records individually, in order to maintain the service history at the parent component level.
- C. Configure the customer asset records hierarchically, and maintain service history at the service account level.
- **D. Configure the customer asset records hierarchically, and maintain service history at the sub-component level.**

Antwort: D

Begründung:

Section: Manage assets and agreements

Explanation:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/configure-set-up-customer-assets>

70. Frage

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