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Comprehensive preparation is the key to passing the Microsoft Dynamics 365 Dynamics 365 Field Service Functional Consultant Associate certification exam. CertsFire provides a complete set of **Microsoft Dynamics 365 Field Service Functional Consultant** exam questions covering every necessary topic, from foundational concepts to advanced techniques. These expertly curated Microsoft Dynamics 365 questions help build confidence and ensure you're ready to pass the exam with flying colors.



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Windows, Mac, iOS, Android, and Linux support this MB-240 practice exam. The desktop Microsoft Dynamics 365 Field Service Functional Consultant (MB-240) practice test software is similar to the web-based MB-240 format as far as its features are concerned. But it works offline only on the Windows operating system. The offline MB-240 Practice Exam can be taken easily just by just installing the software on your Windows laptop or computer. All three Microsoft Dynamics 365 Field Service Functional Consultant (MB-240) formats of TrainingQuiz are according to the latest content of the Microsoft MB-240 examination.

Microsoft MB-240 Certification Exam consists of 40-60 questions and has a time limit of 150 minutes. MB-240 exam is available in multiple languages and can be taken online or in-person at a testing center. Candidates who pass the MB-240 exam will earn the Microsoft Certified: Dynamics 365 Field Service Functional Consultant Associate certification, which demonstrates to employers and clients that they have the skills and knowledge to effectively implement and configure Dynamics 365 Field Service for their organization.

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Microsoft MB-240 Certification Exam is an essential certification for professionals who want to demonstrate their expertise in field service management processes and Dynamics 365 Field Service. MB-240 exam covers a range of topics and requires candidates to demonstrate their ability to configure and implement Dynamics 365 Field Service to meet the needs of their organization. With this certification, professionals can enhance their career prospects and demonstrate their commitment to excellence in the field.

## Microsoft Dynamics 365 Field Service Functional Consultant Sample Questions (Q184-Q189):

### NEW QUESTION # 184


#### Drag and Drop Question

You company wants to enable their sales managers to use agreements by making it an integral part of their sales life cycle.

You need to enable agreements to be used with Microsoft Dynamic 365 Sales process from Lead to Order.

Which four actions should you 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.

Steps	Order
Create quote lines as service-based lines.	
Add opportunity lines with service based lines.	
Add a quote booking setup.	
Categorize a lead as a service-maintenance lead.	
Create a work order recurrence pattern in the order entity.	



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**Answer:**

**Explanation:**

### Steps

Create a work order recurrence pattern in the order entity.

### Order

Categorize a lead as a service-maintenance lead.

Add opportunity lines with service based lines.

Create quote lines as service-based lines.

Add a quote booking setup.

### NEW QUESTION # 185

#### DRAG DROP

Your company's inventory clerk is using the Returning to Vendor feature in Dynamics 365 for Field Service to process a customer's request to return a wheel that is the wrong size.

The clerk needs to understand the different tracking options for returning to the vendor.

Which actions correspond with track the return and which actions correspond with another return to vendor option? To answer, drag the type of return to the action. Each type or return 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.

Select and Place:

### Answer Area

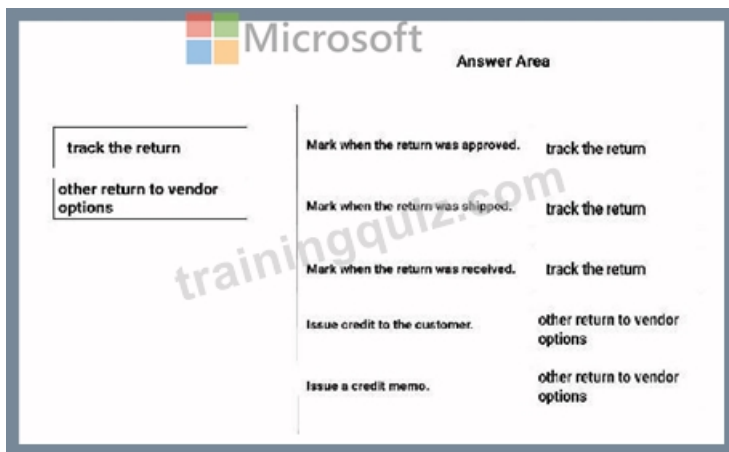
track the return

other return to vendor options

Mark when the return was approved.	
Mark when the return was shipped.	
Mark when the return was received.	
Issue credit to the customer.	
Issue a credit memo.	

Answer:

Explanation:



Microsoft

Answer Area

track the return	Mark when the return was approved.	track the return
other return to vendor options	Mark when the return was shipped.	track the return
	Mark when the return was received.	track the return
	Issue credit to the customer.	other return to vendor options
	Issue a credit memo.	other return to vendor options

Section: Manage inventory and purchasing

Explanation:

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

### NEW QUESTION # 186

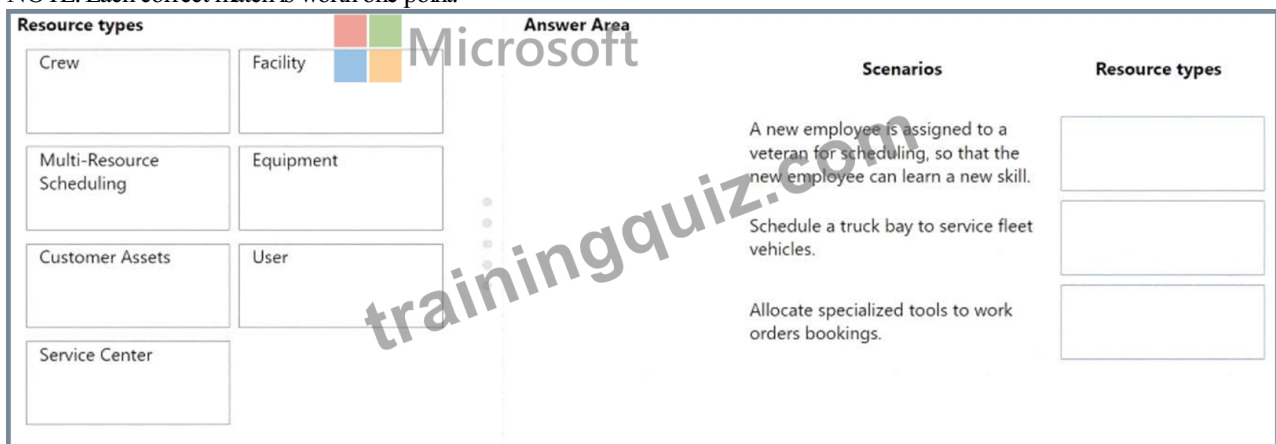
Your company uses Microsoft Dynamics 365 Field Service to schedule work orders.

One of the field service operations managers needs to understand when the different resource types should be scheduled.

You need to provide the manager with a matrix of when you should schedule the various resource types on a work order.

What are the resource types you should use for each scenario? To answer, drag the appropriate resource type to the appropriate scenario. Each resource type 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 match is worth one point.

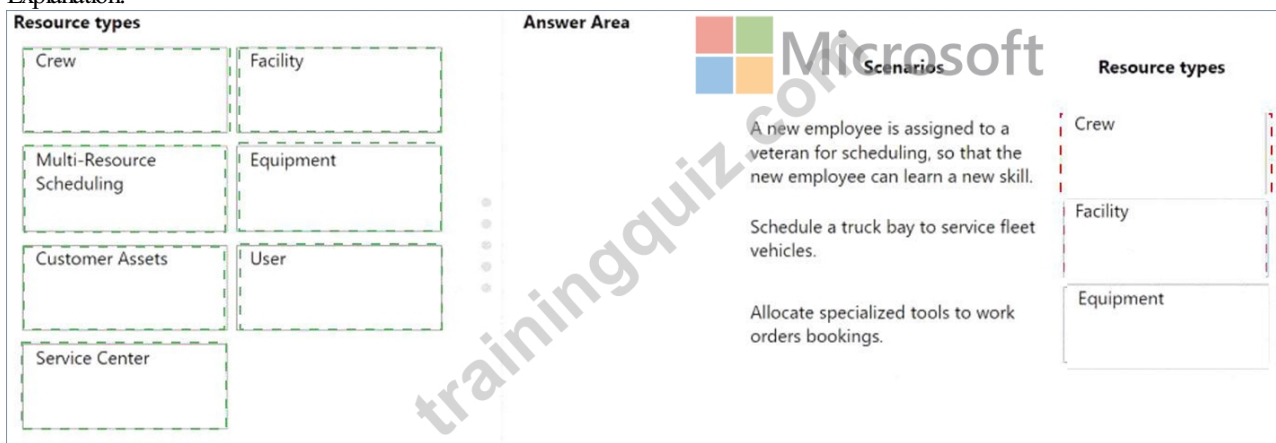


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Resource types	Scenarios	Resource types
Crew	A new employee is assigned to a veteran for scheduling, so that the new employee can learn a new skill.	
Multi-Resource Scheduling	Schedule a truck bay to service fleet vehicles.	
Customer Assets	Allocate specialized tools to work orders bookings.	
Service Center		

Answer:

Explanation:



Microsoft

Resource types	Scenarios	Resource types
Crew	A new employee is assigned to a veteran for scheduling, so that the new employee can learn a new skill.	Crew
Multi-Resource Scheduling	Schedule a truck bay to service fleet vehicles.	Facility
Customer Assets	Allocate specialized tools to work orders bookings.	Equipment
Service Center		

Explanation:

Resource types		Answer Area	
Crew	Facility	<b>Scenarios</b>  A new employee is assigned to a veteran for scheduling, so that the new employee can learn a new skill.  Schedule a truck bay to service fleet vehicles.  Allocate specialized tools to work orders bookings.	<b>Resource types</b>  Crew  Facility  Equipment
Multi-Resource Scheduling	Equipment		
Customer Assets	User		
Service Center			

#### NEW QUESTION # 187

Which work order status value indicates that a technician's work is ready for review and approval?

- A. Closed - Posted
- B. Closed - Completed
- C. Open - Posted
- **D. Open - Completed**

**Answer: D**

#### NEW QUESTION # 188

You are a Dynamics 365 for Field Service Mobile (FSM) customizer.

Technicians report that they are not seeing their Bookings in the FSM app.

You need to investigate why they cannot see their bookings.

What are three actions you must take to perform your investigation? Each correct answer presents a complete solution.

- **A. Check if sync filter on Bookable Resource Booking entity is too restrictive for offline mode.**
- **B. Check Drip Scheduling setting on the Bookable Resource.**
- **C. Check if sync filter on Bookable Resource entity is too restrictive for offline mode.**
- D. Check sync filter on Bookable Resource Booking View.
- E. Check that FSM app is syncing to server.

**Answer: A,B,C**

Explanation:

Section: Manage field service mobility

Explanation/Reference:

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/mobile-faq-bookings-not-showing>

#### NEW QUESTION # 189

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