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Microsoft MB-240 Microsoft Dynamics 365 Field Service Functional Consultant 1



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The MB-240 Exam consists of 40-60 multiple-choice questions and is scheduled for 2 hours. MB-240 exam is administered by Pearson VUE, a leading provider of computer-based testing. It is available in multiple languages and can be taken at any Pearson VUE testing center around the world.

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Microsoft MB-240 Exam has a total of 40-60 multiple-choice questions that candidates need to complete within 180 minutes. MB-240 exam questions are designed to test the candidate's theoretical knowledge and practical skills related to field service solutions in Microsoft Dynamics 365. To pass the exam, candidates need to score at least 700 out of the possible 1000 points.

Microsoft Dynamics 365 Field Service Functional Consultant Sample Questions (Q100-Q105):

NEW QUESTION # 100

You are in charge of setting up the new Dynamics 365 CE Field Services environment for your company.

As the field Service Administrator, you need to configure the field service settings for work orders for your environment.

Which three work order settings can be configured by the Field Service Administrator? Each correct answer presents a complete solution.

- A. Auto generate work order for agreement booking
- B. Default work order type
- C. Work order invoice creation
- D. Auto generate resource requirement for work order
- E. Default work order completed status

Answer: A,C,E

Explanation:

<https://docs.microsoft.com/en-us/dynamics365/field-service/configure-default-settings>

NEW QUESTION # 101

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.



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Answer:

Explanation:

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.

track the return

track the return

track the return

other return to vendor
options

other return to vendor
options



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Section: Manage inventory and purchasing

Explanation:

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

NEW QUESTION # 102

You are a Dynamics 365 for Field Service Administrator.

You need to add two compressor sub-components to one of the refrigerator customer assets, in the environment and set up the sub-

components for the customer asset.
What must you do to properly set up the assets?

- A. Add the compressor sub-components as sub-assets on the refrigerator customer asset record.
- B. Set the Master Asset on the sub-components to the refrigerator Customer Asset record.
- C. Click View Hierarchy on the refrigerator customer asset record.
- D. Add the compressor sub-components as customer asset records.

Answer: A

NEW QUESTION # 103

You are a Dynamics 365 for Field Service administrator. Your company only uses contractors as Bookable Resources. The contractors are not licensed Dynamics 365 users.

The scheduling team books work orders to resources based on location. The team provides you with scenarios because many resources are not showing up in the scheduling assistant.

You need to update bookable resource records based on the provided scenarios.

Which address type should you use with each scenario? To answer, drag the appropriate address type to the appropriate scenario. Each address type may be used one, 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.

| Entity | Requirement |
|-----------------------|---|
| Location Agnostic | Contractors in TerritoryA start the day at their home location. |
| Business Unit Address | Contractors in Territory8 do not have a starting location. |
| Resource Address | Contractors in TerritoryA end the day at TerritoryA office. |

Answer:

Explanation:

| Entity | Requirement |
|-----------------------|---|
| Location Agnostic | Contractors in TerritoryA start the day at their home location. |
| Business Unit Address | Contractors in Territory8 do not have a starting location. |
| Resource Address | Contractors in TerritoryA end the day at TerritoryA office. |

Explanation:

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