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Microsoft MB-240

Microsoft Dynamics 365 Field Service Functional Consultant

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Microsoft Dynamics 365 Field Service Functional Consultant Sample Questions (Q163-Q168):

NEW QUESTION # 163

You are onsite, working on a customer's factory floor. You need to return tomorrow and replace a belt on the conveyor. You look at the inventory in Warehouse 1, and there are 10 in stock. You pull the belt from stock and create an inventory transfer record. What are the two correct steps to complete the transfer? Each correct answer presents part of the solution.

- A. Select the source warehouse, then select the destination warehouse.
- B. Enter the part number from the drop down, then click to transfer.
- C. Enter the quantity to transfer, then click transfer.
- D. Select the From warehouse location, then select the To warehouse location.

Answer: A,C

Explanation:
<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/create-inventory-transfer>

NEW QUESTION # 164

Drag and Drop Question
A customer wants to understand how to get their dispatchers to adopt scheduling. What are the five stages of scheduling adoption? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

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Achieving the Microsoft MB-240 Certification demonstrates to employers and clients that an individual has the skills and knowledge necessary to effectively implement and manage Microsoft Dynamics 365 Field Service. It is a valuable credential for those seeking to advance their careers in the field of Dynamics 365 and can lead to greater job opportunities and higher salaries. Additionally, certified individuals are recognized as experts in their field and can use their certification to differentiate themselves from their peers.

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Microsoft Dynamics 365 Field Service Functional Consultant Sample Questions (Q77-Q82):

NEW QUESTION # 77

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




Answer:

Explanation:

Answer Area

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



Section: Manage inventory and purchasing

Explanation:

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

NEW QUESTION # 78

LitWare has requirements for configuring the Insurance.

You are responsible for setting up the system to manage the insurance

Which three actions should you perform in sequence? To answer, move the three appropriate actions from the list of actions to the answer area. Arrange the three actions in the correct order.

Actions	Order
Create a one-to-many relationship between insurance and subcontractor.	
Check the insurance flag on the account record.	
Enable Trades Coverage in the settings.	1
Create a cloud flow to validate the insurance and send reminder.	

Answer:

Explanation:

Actions	Order
Create a one-to-many relationship between insurance and subcontractor.	
Check the insurance flag on the account record.	
Enable Trades Coverage in the settings.	1
Create a cloud flow to validate the insurance and send reminder.	3
	2

Explanation:

To manage the insurance for LitWare, you should perform the following actions in sequence:

- * Enable Trades Coverage in the settings.
- * Create a one-to-many relationship between insurance and subcontractor.
- * Create a cloud flow to validate the insurance and send a reminder.

These steps will help ensure that insurance details are properly managed and that reminders are sent out in a timely manner. This is crucial for maintaining compliance and ensuring that all subcontractors have valid insurance coverage.

NEW QUESTION # 79

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

Answer: A,B,D

Explanation:

Section: Manage field service mobility

NEW QUESTION # 80

You are a consultant implementing Dynamics 365 Field Service for Contoso Manufacturing.

The Field Service director wants to set preventive maintenance schedules for sub-components that have a different maintenance routine than the top-level or parent asset.

The goal is to increase asset useful life and provide increased customer satisfaction.

How should you manage different preventive maintenance schedules for multiple sub-components of a parent or top-level asset?

- A. Associate an Agreement Booking Incident to the Asset Sub-Component requiring a different preventive maintenance schedule.
- B. Create an Agreement for each Asset Sub-Component to ensure the proper preventive maintenance schedule is set.
- C. Create Asset Properties, and associate the appropriate new Asset Property schedule to each sub-component.
- D. Create Asset Categories for each preventive maintenance schedule, and assign to the appropriate sub-component.

Answer: A

NEW QUESTION # 81

The field service team manager needs you to give a new technician user access to the system.

The technician will use the mobile application to fill out work orders when they are onsite doing field work to repair factory motors at customer sites. When the dispatcher takes vacation, the new technician user will manage dispatcher functions.

Which two field service security roles will the new technician user need? Each correct answer presents part of the solution.

- A. Field Service-User
- **B. Field Service-App Access and Field Service -Resource**
- **C. Field Service-Dispatcher**
- D. Field Service-Mobile User

Answer: B,C

Explanation:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/view-user-accounts-security-roles#field-service-roles>

NEW QUESTION # 82

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