Microsoft Dynamics 365 MB-240 Exam Dumps and Certification Test Engine [Q38-Q58

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NO.38 DRAG DROP

You are a Dynamics 365 for Field Service Administrator. All Products have the Convert to Customer Asset field set to Yes.

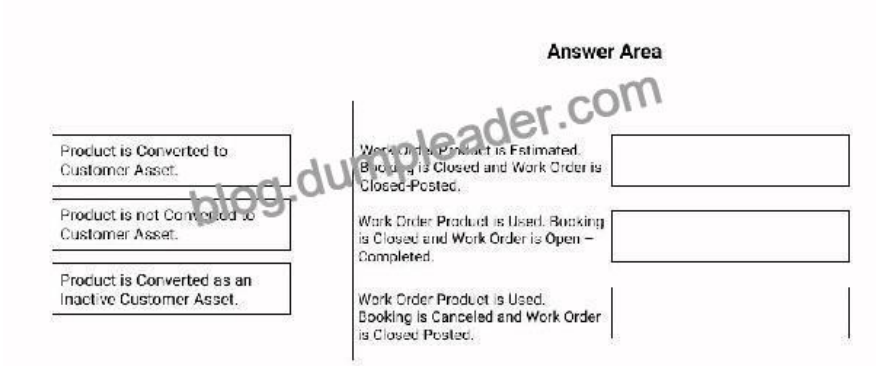
Some users indicate products on a customer asset are not always becoming a customer asset. Users provide you with three scenarios.

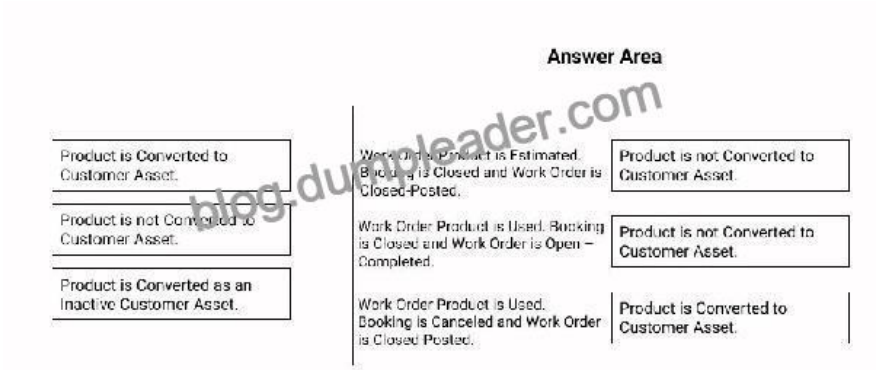
You need to review the scenarios and provide the answers.

What happens to the product for each user scenario? To answer, drag the appropriate solution to satisfy each listed requirements. Each solution 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:





Section: Manage assets and agreements

NO.39 You restore Resource Schedule Optimization. You need to optimize individual resource schedules.

What should you do?
* In Field Service Administration, locate a Resource record and select Optimize Schedule.
* From the schedule board, right-click a Resource record and select Optimize Schedule.
* From the schedule board, click Actions and select Optimize Schedule.
* In Resource Schedule Optimization, locate a User record and select Optimize Schedule.

NO.40 You are a Dynamics 365 for Field Service administrator for a construction company.

You need to schedule a work order for a group of resources that will work together for a set number of days, week, or months.

How should you achieve the goal without scheduling the same requirements multiple times manually by using the schedule board (or with the schedule assistant)?
* Use Facility Scheduling
* Use Multi-Resource Scheduling
* Use Resource Crew Scheduling
* Use Universal Resource Scheduling

Section: Schedule and dispatch work orders

Explanation/Reference:

References:

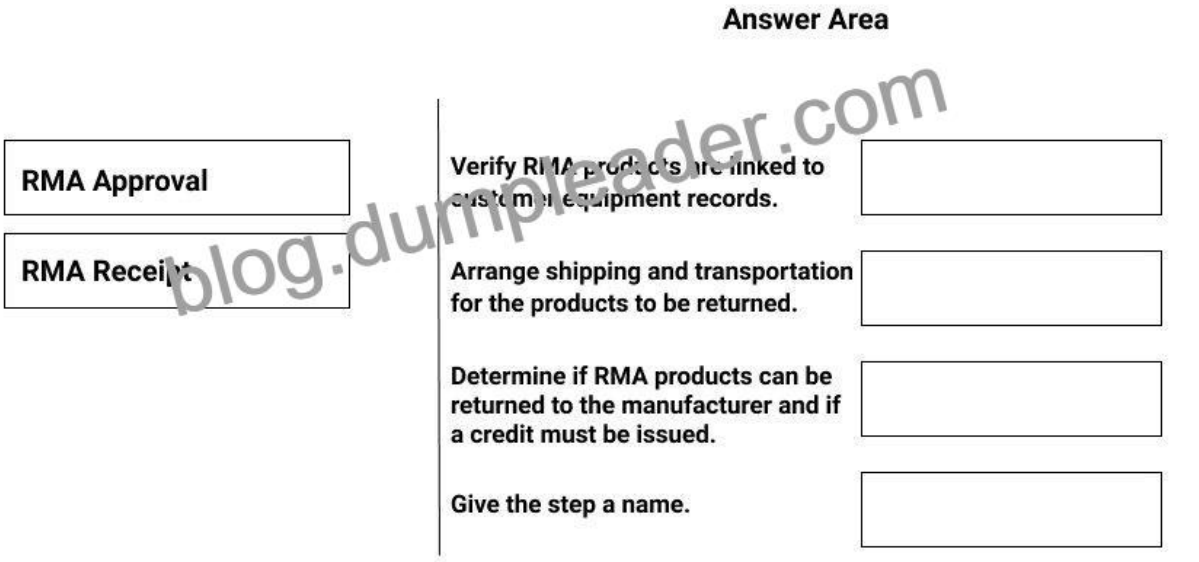
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/multi-resource-scheduling- requirement-groups

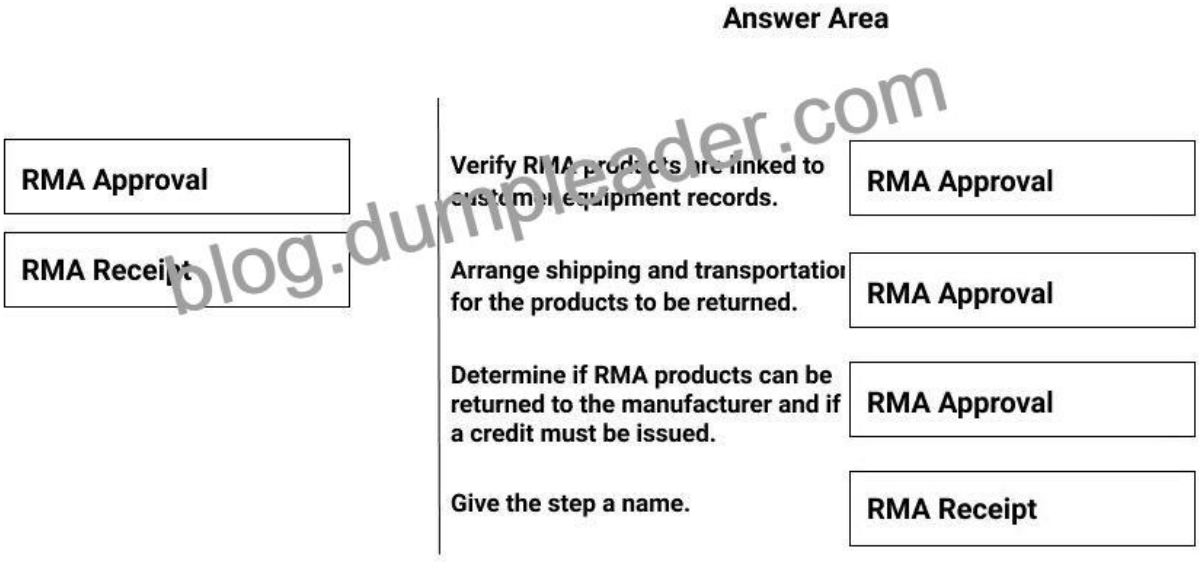
NO.41 Drag and Drop Question

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 an. You may need to drag the split bar between panes or scroll to view the content.

NOTE: Each correct selection is worth one point.





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Explanation:

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

NO.42 You are a Dynamics 365 for Field Service scheduler using the Schedule Assistant.

You notice the Schedule Assistant always sets the Default Radius to 25 KM.You need to have the schedule assistant Default Radius set to 50 Miles.

Which two options should you choose? Each correct answer presents a complete solution.
* Set the Default Radius Unit to Miles under Field Service Settings, Work Order/Booking section.
* Set the Default Radius Value to 50 under Scheduling Parameters.
* Set the Default Radius Value to 50 under Field Service Settings, Work Order/ Booking section.
* Set the Default Radius Unit to Miles under Scheduling Parameters.

Explanation

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

NO.43 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.
* Select the source warehouse, then select the destination warehouse.
* Enter the quantity to transfer, then click transfer.
* Enter the part number from the drop down, then click to transfer.
* Select the From warehouse location, then select the To warehouse location.

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

NO.44 As a new start-up field services company, you are looking to streamline your customer service process to provide the best customer service experience.

Your company has decided to implement Dynamics Field Services as the foundation for its customer service management processes.

You need to ensure that the cases that the customer service team creates can be quickly and efficiently converted to work orders (that will minimize the need to add additional information to the work orders) using the out-of-the-box capabilities.

Which key item do you need to configure before the customer service agents will be able to convert a case to a work order?
* Resources
* Work Order Types
* Booking Rules
* Incident Type

Section: Configure field service applications

Explanation:

https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/configure-incident-types

NO.45 You are a Dynamics 365 Field Service dispatcher using the Scheduling Assistant function.

One of your customers, Adventure Works, does not want one of your resources to be scheduled to workorders going forward. The resource must be able to be scheduled for other accounts.

How can you achieve this goal?
* Create a Requirement Resource Preference record for the resource.

Set the Preference Type to Restricted and Cascade to No.
* Create a Requirement Resource Preference record for the resource.

Set the Preference Type to Restricted and Account to Adventure Works.
* Select Load the Default Filters on the Schedule Board.
* Create a Requirement Resource Preference record for the resource.

NO.46 DRAG DROP

You are a Dynamics 365 for Field Service Administrator. You are working with your company’s scheduling team on requirements for a new schedule board view.

The team needs a schedule board view where they only see work orders with a priority of Critical.

Which three steps should you perform, in sequence, to meet their need? 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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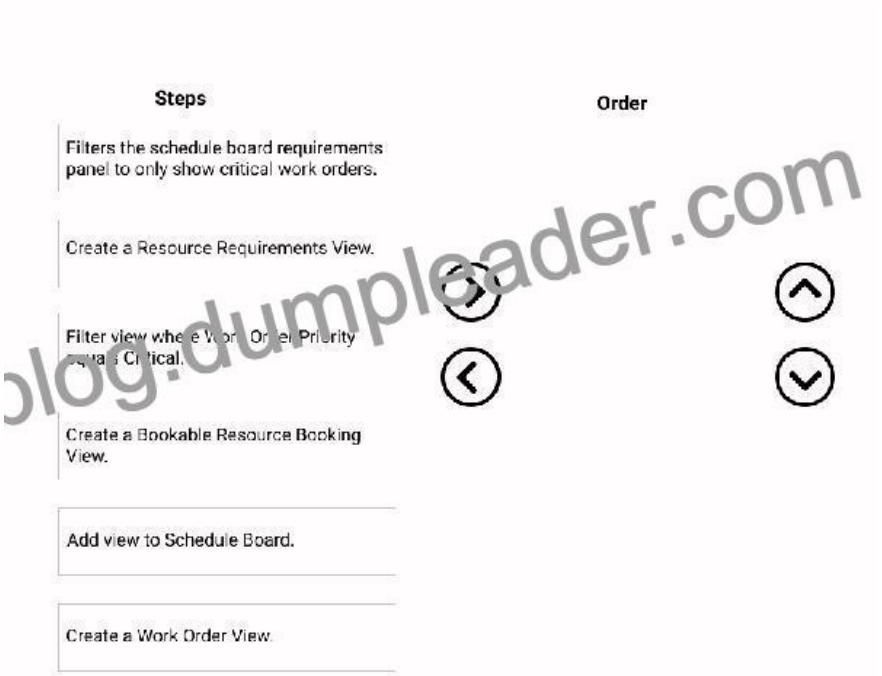

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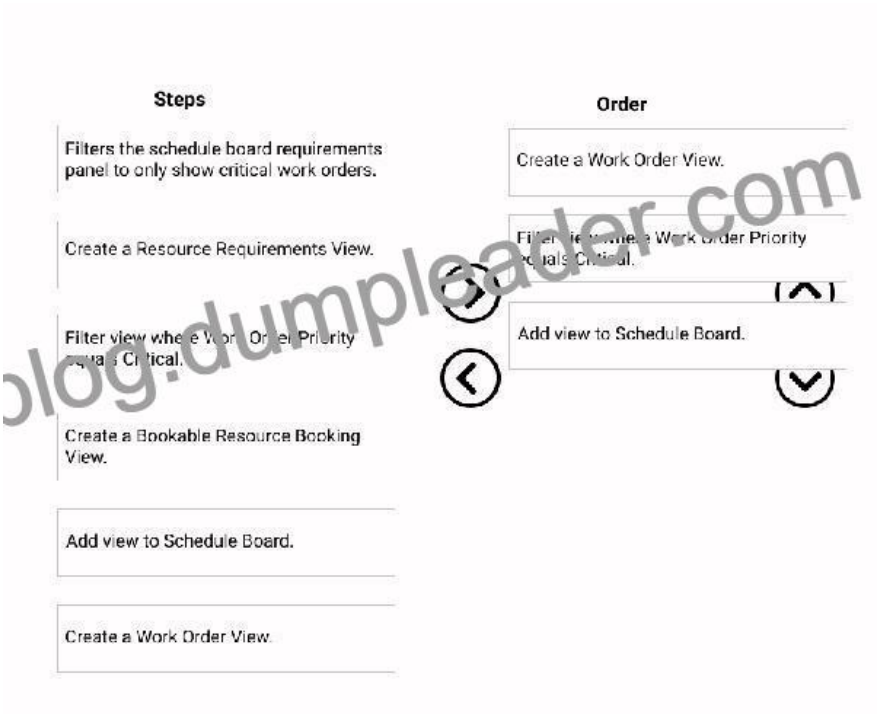

Section: Schedule and dispatch work orders

NO.47 DRAG DROP

You are a Dynamics 365 Field Service Administrator.

Your organization wants to use Incident Types with Work Orders.

You need to create and configure Incident Types based on the provided scenarios.

Which Incident Type feature should you use with each scenario? To answer, drag the appropriate Incident Type feature to the appropriate scenario. Each feature 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.

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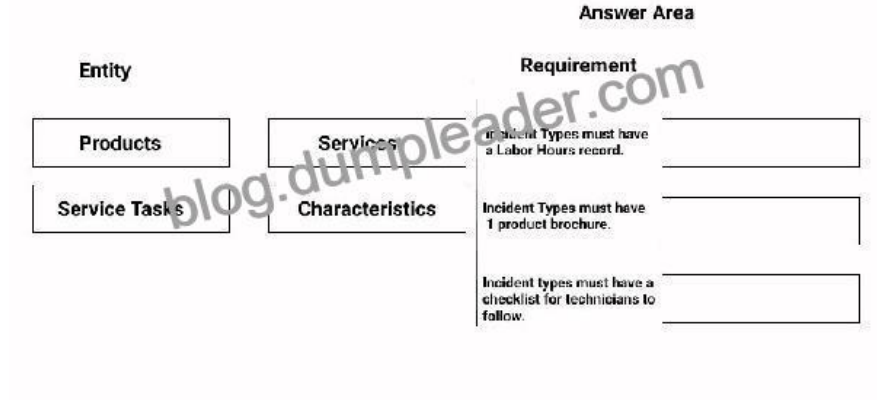

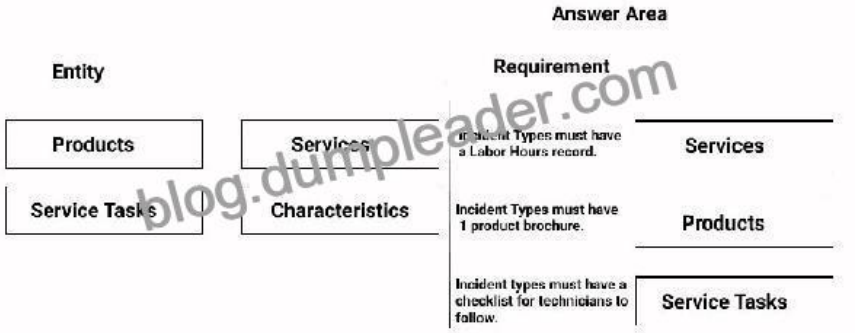

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Section: Manage work orders

NO.48 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.
* Create an OnSave rule, and display a message to the user if the specific field does not meet the required conditions.
* Create an OnChange rule, and set a simple validation for a field to check whether the field contains data.
* Create an Option Set with all possible options for the attribute.
* Create an OnChange rule to highlight a field when it does not contain correct field data.
* Create an OnSave rule to check any field’s data, but without highlighting the field when the condition is not met.

Section: Manage field service mobility

NO.49 Your company is expanding nationally.

You need to configure tax codes for a new territory, so the company can start to operate in the new territory.

You realize that you can identify which field service record types the tax code will be applied to.

Which three Field Service record types are taxable within the new tax code? Each correct answer presents a complete solution.
* Agreements
* Services
* Purchase Orders
* Products
* Work Orders

NO.50 You are entering products and services into Dynamics 365 CE Field Services.

You need to ensure that your field technicians can use the products when completing work orders.

Which two field service product types should you configure to allow your technicians to add work order products? Each correct answer presents a complete solution.

* Product
* Non Inventory
* Inventory
* Service

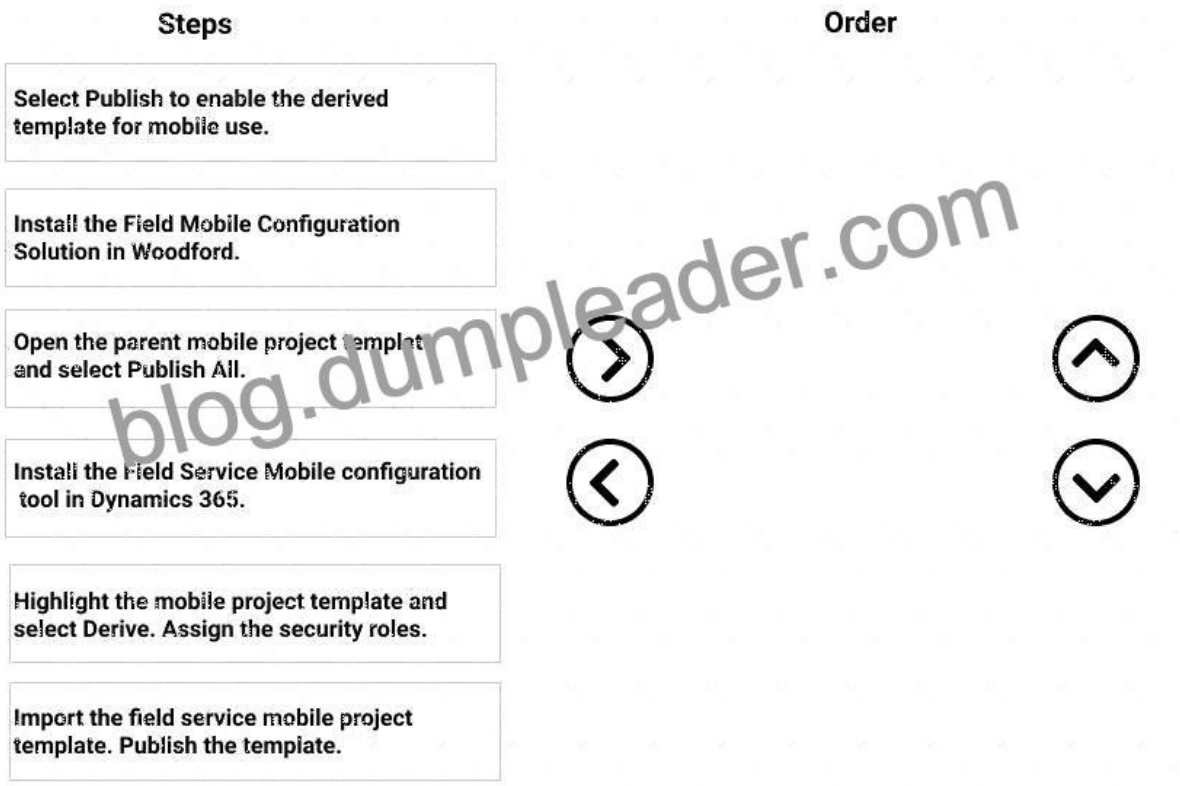
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/create- product-or-service

NO.51 DRAG DROP

Your organization wants to use the Field Service Mobile App for technicians in the field.

You need to install the solution, so it can be configured for mobile technicians.

What are the four steps you need to perform, in sequence, to ensure the mobile solution is ready for configuration and deployment? 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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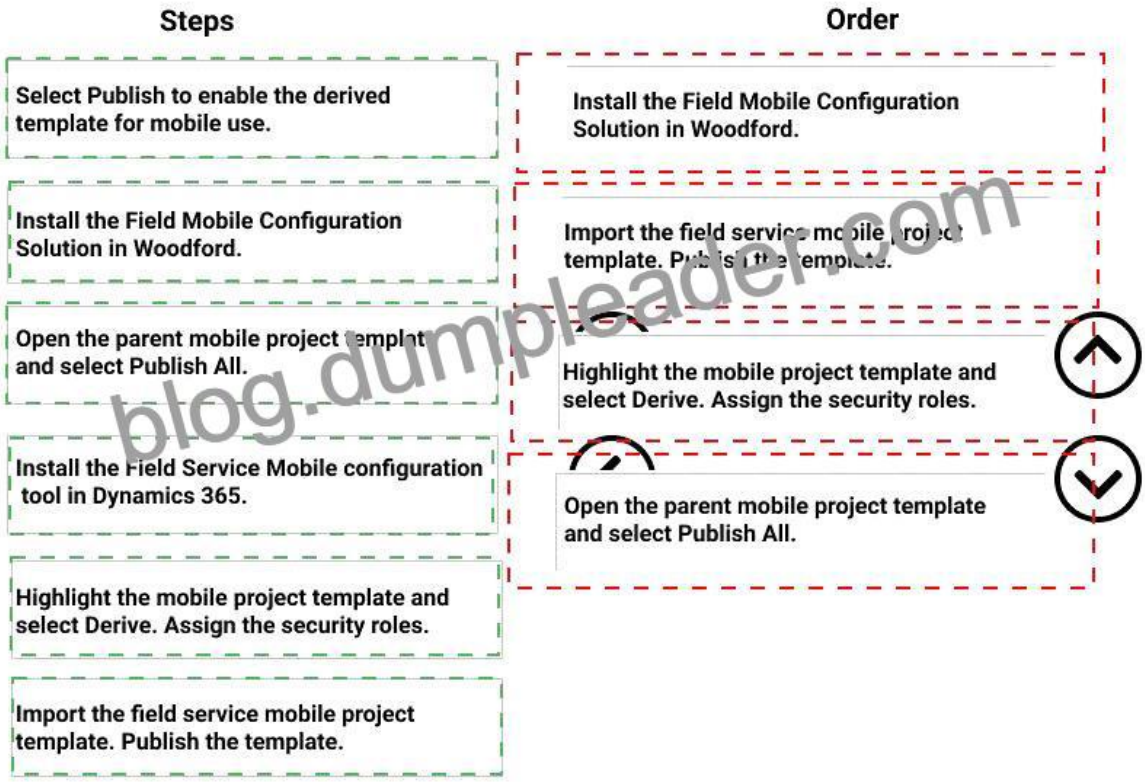

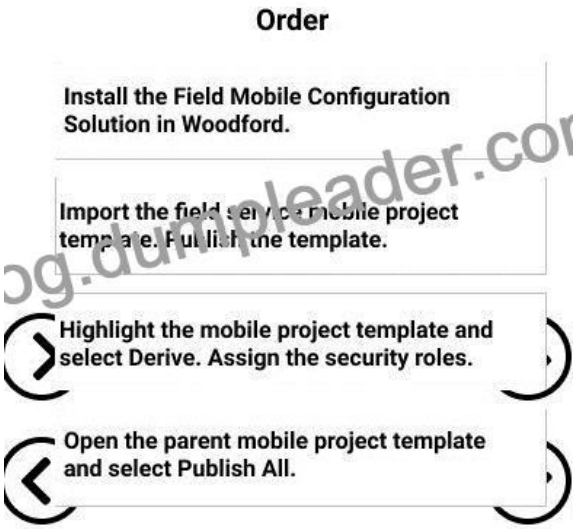

NO.52 Your company uses Dynamics 365 for Field Service.

The company’s inventory clerk goes to the bin location for electrical switchesand discovers there are none instock. However, the Field Service Inventory shows a quantity of one.

In which order should the required fields be entered to adjust the inventory tothe correct amount? To answer,move the three appropriate actions from the list of actions to the answer area and arrange them in the correctorder.

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NO.53 Drag and Drop Question

You need to create a purchase order for a thermal overload cooling fan for a refrigeration unit on the shop floor.

After creating a purchase order, what are the five steps, in sequence, for completing the order and receiving the products? 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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Explanation:

https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/create- purchase-order

NO.54 You are a Dynamics 365 for Field Service Administrator.

You install and configure Connected Field Service with Azure IoT Central. Several of your connected devicessent alerts back to Dynamics 365 and work orders were created. However, the work orders were not sent backto Azure IoT Central.

You need to resolve the issue.

Which Action should you take to resolve the issue?
* Configure the Microsoft Flow When a work order is created in Connected Field Service, update IoT Central.
* Create an IoT Command in Dynamics 365 to trigger an update in IoT Central.
* Configure the Dynamics 365 workflow When a work order is created inConnected Field Service, updateIoT Central.
* Create an IoT action in Dynamics 365 to trigger an update in IoT Central.

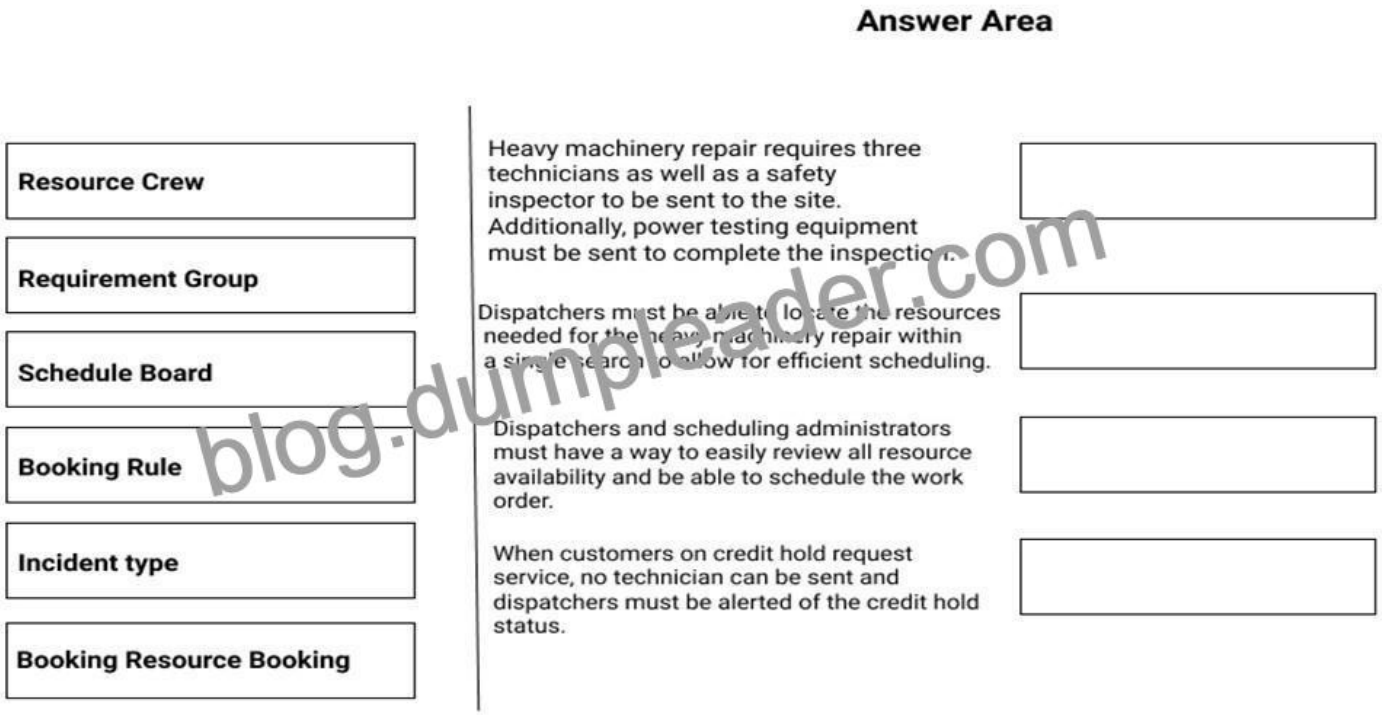
NO.55 Drag and Drop Question

You are a new Dynamics 365 for Field Service Administrator for a manufacturing firm.

Your manager has asked you to configure the system to enable scheduling for maintenance of equipment at customer sites. It is against company policy to dispatch resources to sites with known issues such as credit or safety holds. Many site visits may require more than one technician to be sent for the repair.

Which resource scheduling component should be used for each task? To answer, drag the appropriate resource scheduling component to the appropriate task. Each resource scheduling component 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.



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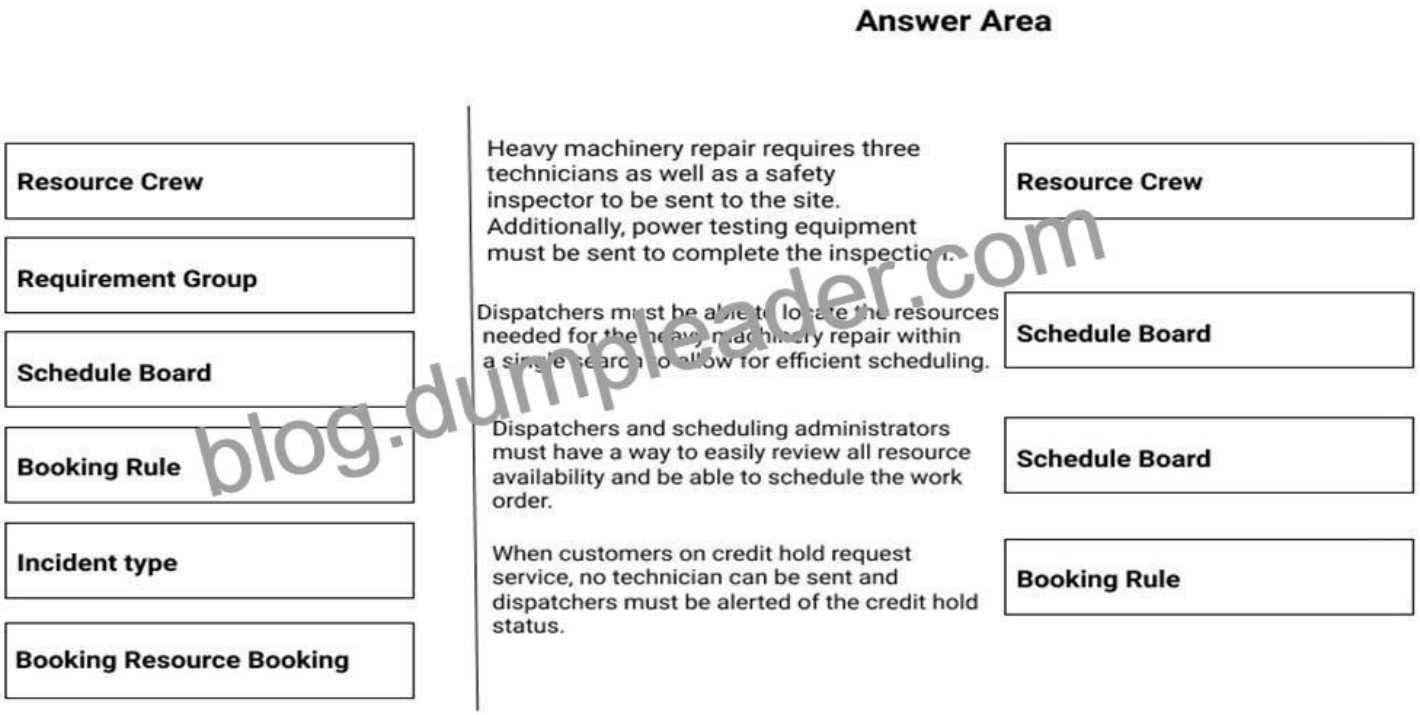

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NO.56 You are a Dynamics 365 for Field Service Billing Administrator. Your customer wants to purchase a series of quarterly preventative maintenance visits as well as bi-weekly site visits.

The customer wants to be billed for the preventative maintenance quarterly but billed for the site visits monthly.

What are two ways that this can be completed against a single Agreement? Each correct answer presents a complete solution.
* Create Invoice Setup for preventative maintenance, with Invoice Products tied to Quarterly Price List.
* Create Invoice Setup for preventative maintenance with Invoice Recurrence of every three months.
* Create Invoice Setup for site visits, with Invoice Recurrence of each month.
* Create Invoice Setup for site visits, with Invoice Products tied to Monthly Price List.

Section: Manage assets and agreements

Explanation:

https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/set-up-customer-agreements#add-invoice-setup

NO.57 Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

You are a Dynamics 365 for Field Service system administrator.

You are configuring a new instance of Dynamics 365 for Field Service. The organization needs to accurately capture the cost of work order bookings.

Solution: You implement the following configuration changes:

1) Create Resource Pay Types for regular, holiday, overtime, travel, and breaks.

2) Assign an Hourly Markup percentage to each Resource Pay Type.

3) Assign Resource Pay Types to the applicable Pay Type.

4) Create Business Closures.

5) Create Bookable Resources with Hourly Rates and Work Hours.

Does this meet the goal?
* Yes
* No
Section: Configure field service applications

NO.58 You are a Dynamics 365 for Field Service Administrator. You configure Route Scheduling Optimization (RSO) and publish the schedule.

One of your schedulers indicates two of their resources are not getting work orders assigned.

You need to determine Auto Geo Code Addresses to Yes in Field Servic rk orders through RSO.

Which three options should you choose? Each correct answer presents a complete solution.
* Work Hours is not properly configured for days being optimized.
* Optimize Schedule field is not set to Yes.
* The Work Location field is not set to Onsite.
* Scheduling Method is not set to Optimize.
* Start Location and End Location fields are not the same.
Explanation

https://docs.microsoft.com/en-us/dynamics365/field-service/rso-faq

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