Microsoft

MB-240

Microsoft Dynamics 365 Field Service Functional Consultant

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Question: 1

Contoso has asked that you create several work order types to meet their Requirements and Planned Changes.
Of the many work order types requested, which three should you create? Each correct answer presents a complete solution.
NOTE: Each correct selection is worth one point.

A. Installation
B. Agreement
C. Returns
D. Inspection
E. Preventative Maintenance

Answer: A, D, E
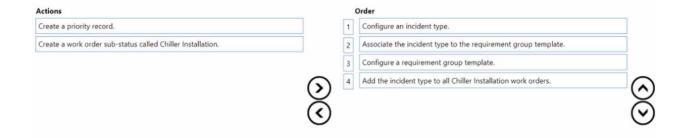
Question: 2

DRAG DROP
When Contoso installs chillers for customers, they are expected to follow the same procedure for each install.
You need to configure the functionality necessary to automatically add all the tasks and resources needed to a work order when the work order type is Chiller Installation. You must follow the established Contoso guidelines for installation requirements, as outlined in the Case Study, and create the most efficient process possible.
Which four actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Actions		Order
Create a priority record.		
Create a work order sub-status called Chiller Installation.		
Configure an incident type.		
Associate the incident type to the requirement group template.	⊘	⌃
Configure a requirement group template.	⊘	⌄
Add the incident type to all Chiller Installation work orders.		

Answer:

Actions		Order	
Create a priority record.		1	Configure an incident type.
Create a work order sub-status called Chiller Installation.		2	Associate the incident type to the requirement group template.
		3	Configure a requirement group template.
		4	Add the incident type to all Chiller Installation work orders.

Question: 3

DRAG DROP
A dispatcher in Indianapolis. Indiana receives an emergency service call on July 4 and assigns the booking to a third-party contractor, attaching the emergency SL

A. The contractor receives notification of the work order and travels from his home to the job site, arriving 3.5 hours after the work was assigned.
The contractor works for 2 hours, installing 2 new identical chillers, which need to be added to the customer's annual maintenance agreement. The contractor fills in product usage and notes, gets the client's signature, and then changes the booking status to Completed
A back office employee needs to look at the work order to ensure accuracy, then change the status to Posted.
When performing a quality check, what will the back office employee expect to see as a result of this service call? To answer, drag the appropriate record type to the correct statement. Each record 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 content.
NOTE: Each correct match is worth one point.

Record types

Work Order / Booking
Invoice
Customer Asset

Answer Area

Statements	Record types
Travel time charged from the third-party Organizational Unit Address to the jobsite	
Two new records created. one for each chiller	
One Product with a status of **Used**	
Labor time charged for 2 hours @ 1.5 time	
Warning message saying the SLA was exceeded	

Answer:

Record types

Record types
Work Order / Booking
Invoice
Customer Asset

Answer Area

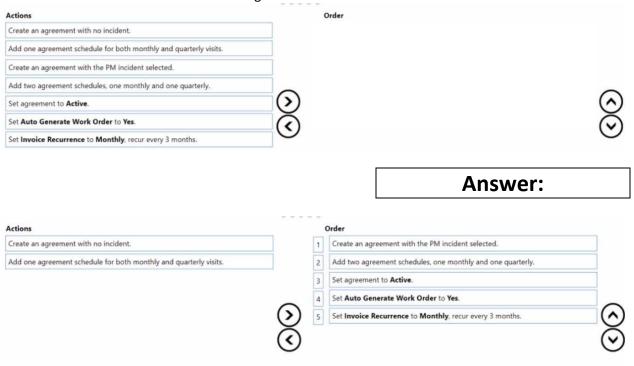| Statements	Record types
Travel time charged from the third-party Organizational Unit Address to the jobsite	Invoice
Two new records created, one for each chiller	Customer Asset
One Product with a status of **Used**	Work Order / Booking
Labor time charged for 2 hours @ 1.5 time	Invoice
Warning message saying the SLA was exceeded	Work Order / Booking

Question: 4

DRAG DROP
You need to create a Preventative Maintenance Agreement that meets Contoso standards and requirements.
Which five actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Actions

Actions
Create an agreement with no incident.
Add one agreement schedule for both monthly and quarterly visits.
Create an agreement with the PM incident selected.
Add two agreement schedules, one monthly and one quarterly.
Set agreement to **Active**.
Set **Auto Generate Work Order** to **Yes**.
Set **Invoice Recurrence** to **Monthly**, recur every 3 months.

Order

Answer:

Actions

Actions
Create an agreement with no incident.
Add one agreement schedule for both monthly and quarterly visits.

Order

#	Order
1	Create an agreement with the PM incident selected.
2	Add two agreement schedules, one monthly and one quarterly.
3	Set agreement to **Active**.
4	Set **Auto Generate Work Order** to **Yes**.
5	Set **Invoice Recurrence** to **Monthly**, recur every 3 months.

Question: 5

Dispatchers at Contoso have access to a wide range of information because they often cover for each other within the region. However, for their normal dairy operations, they only need to be able to see resources in their territory.
The dispatcher needs to customize their schedule board to filter resources to their territory. What should the dispatcher do?

A. On the Filter & Map View window, select a Service Territory, then select Save Current Filters as Default.
B. On the Filter & Map View window, select a Resource Type, then select Save Current Filters as Default.
C. In the Scheduler Settings, select one Territory.
D. Add a Booking Requirements tab.

Answer: A

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