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**Vendor: Microsoft** 

**Code: MB-240** 

**Exam: Microsoft Dynamics 365 Field Service Functional Consultant** 

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QUESTIONS & ANSWERS

DEMO VERSION

# QUESTIONS & ANSWERS DEMO VERSION (LIMITED CONTENT)

Question: 2
DRAG DROP

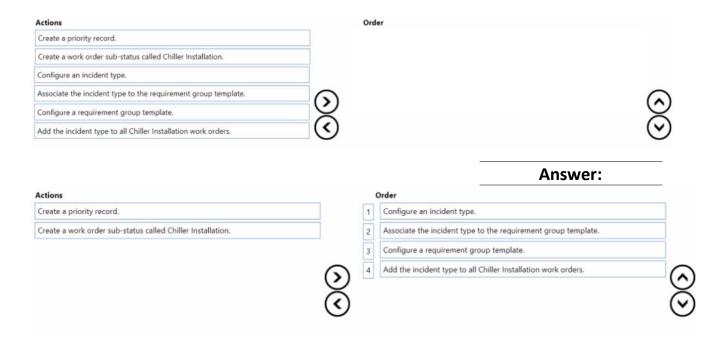
### Version: 15.0

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

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.



#### **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 SLA. 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.

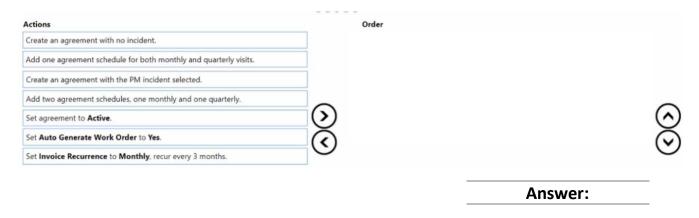
ecord types	Answer Area		
Work Order / Booking	Statements	Record types	
nvoice	Travel time charged from the third-party Organization. Address to the jobsite	al Unit	
Sustomer Asset	Two new records created, one for each chiller  One Product with a status of <b>Used</b>		
	Labor time charged for ≥ hours @ 1.5 time		
	Warning message saying the SLA was exceeded		
cord types	Answer Area	Ans	swer:
	Answer Area	Ans	Record types
Nork Order / Booking	Sta		
Nork Order / Booking	Sta  Travel time charged from th	etements e third-party Organizational Unit	Record types
Nork Order / Booking	Travel time charged from the Address to the jobsite Two new records created, or	e third-party Organizational Unit	Record types
Work Order / Booking Invoice Customer Asset	Travel time charged from th Address to the jobsite Two new records created, or One Product with a status o	e third-party Organizational Unit ne for each chiller	Record types Invoice Customer Asset

#### 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.





#### **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



## Thank You for trying the PDF Demo

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