

Free Questions for MB-240

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Question 1

Question Type: OrderList

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

Which four actions should you perform in sequence to complete the order and receive the products? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Actions

Create the proper inventory transfer to update the quantity available in the warehouse.

Set the system status to **Submitted**.

Create a purchase order receipt.

Create the new purchase order receipt products.

Create the purchase order bill.

Order



Answer:

See the type of products that are shipped with receipt products.

Question 2

Question Type: MultipleChoice

Your company is implementing a new CRM system. They have selected Microsoft Dynamics 365 Field Service because of its flexibility. During the basic training sessions, you need to train the field service team on how work orders are created. What are three out-of-the-box ways to create work orders? Each correct answer presents a complete solution. NOTE: Each correct selection is worth one point.

Options:

- A- from a purchase order
- B- from an agreement
- C- from an asset
- D- from the Dynamics 365 Field Service mobile app
- E- from a case record

Answer:

B, D, E

Question 3

Question Type: DragDrop

You are responsible for setting up Dynamics 365 Field Service for proper billing and servicing.

Your client needs to understand the difference between billing accounts and service accounts for their multi-company organization.

Match the account type to the applicable scenario. To answer, drag the appropriate account type from the column on the left to the applicable scenario on the right. Each account type may be used once, more than once, or not at all.

NOTE: Each correct match is worth one point.

Account types

Billing account

Service account

Answer Area**Scenarios****Account types**

A subsidiary where the work will be done.

Parent account responsible for the work at a subsidiary.

Populated on the work order by default.

The account on the Service Agreement where the scheduled maintenance will be performed.

Required on the work order.

Answer:

Question 4

Question Type: MultipleChoice

You are managing a Microsoft Dynamics 365 Field Service implementation with model-driven apps for each workstream. Users are reporting that they see all workstream model-driven apps when they log into Dynamics 365, even though only a single workstream is relevant to their work.

You need to configure the model-driven apps to ensure users can only see the single model-driven app relevant to their work.

What should you do?

Options:

A- Ensure each model-driven app is saved with all security roles applied, and each user is only given the security role relevant for their workstream.

B- Ensure each model-driven app is saved with the workstream security roles applied, and each user is given the system administrator security role.

C- Ensure each model-driven app is saved with the workstream security roles applied, each user is only given the security role relevant for their workstream.

D- Ensure each model-driven app is saved with the workstream security roles applied, and each user is given the system customizer security role.

Answer:

C

Question 5

Question Type: MultipleChoice

You are implementing a Microsoft Dynamics 365 Field Service solution for a customer who has the Field Service Dispatcher security role.

You recently built a custom work order form, but the customer is having trouble viewing it when they log into Dynamics 365. You confirm that the form is set to Display to Everyone, but the customer is still not able to see the form.

You need to resolve this issue.

What should you do before selecting Save and Publish?

Options:

- A-** 1. Navigate to the work order form.
2. Select Enable Security Roles
3. Ensure Enabled for Fallback is selected.
- B-** 1. Navigate to the app designer.
2. In the site map designer, ensure the work order area is present.
- C-** 1. Navigate to the app designer.
2. Under the work order, ensure the custom form is set to be visible.
- D-** 1. Navigate to the work order form.)
- D-** 2. Select Enable Security Roles and Display to only these selected Security Roles
3. Ensure the Field Service Dispatcher role is applied to the form.

Answer:

A

Question 6

Question Type: OrderList

Your client wants to build some workflows to automate certain approvals.

You need to enable Microsoft Power Automate flows in the Microsoft Dynamics 365 Field Service settings.

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

- Turn on **Track My Technician**.
- Turn on Remote Assist audit logging.
- Open Field Service Settings.
- Set **Use Enhanced Background Processing** to **Yes**.
- Deactivate the workflows.
- Turn on the flows for Field Service Mobile.



Answer:

Open Field Service Settings. Set **Use Enhanced Background Processing** to **Yes**.

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