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- **Exam Code:** MB-240
- **Certification Name:** Microsoft Dynamics 365
- **Exam Name:** Microsoft Dynamics 365 for Field Service Exam
- **Number of Questions:** 59
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### Question No. 1

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.

- **A.** Create Invoice Setup for preventative maintenance, with Invoice Products tied to Quarterly Price List.
- **B.** Create Invoice Setup for preventative maintenance with Invoice Recurrence of every three months.
- **C.** Create Invoice Setup for site visits, with Invoice Recurrence of each month.
- **D.** Create Invoice Setup for site visits, with Invoice Products tied to Monthly Price List.

**Answer:** B, C

### Question No. 2

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

**Answer:** A, B

### Question No. 3

You are a Dynamics 365 for Field Service Mobile Administrator (FSM). When technicians log into FSM, they receive the following message:

"Your organization has not configured Field Service Mobile."

You log into FSM and cannot reproduce the issue with your login.

What must you do to fix the issue?

- **A.** Update the Security Roles for the FSM project within Woodford.
- **B.** Update the Priority for the FSM project within Woodford.
- **C.** Update the Security Roles for all Bookable Resources within Dynamics 365.
- **D.** Set Enabled for Field Service Mobile to Yes for all Bookable Resources.

**Answer:** D

#### **Question No. 4**

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

**Answer:** A, B, D

#### **Question No. 5**

You are a Dynamics 365 for Field Service Mobile (FSM) customizer.

Technicians report that they are not seeing their Bookings in the FSM app.

You need to investigate why they cannot see their bookings.

What are three actions you must take to perform your investigation? Each correct answer presents a complete solution.

- **A.** Check Drip Scheduling setting on the Bookable Resource.
- **B.** Check sync filter on Bookable Resource Booking View.
- **C.** Check if sync filter on Bookable Resource entity is too restrictive for offline mode.
- **D.** Check that FSM app is synching to server.
- **E.** Check if sync filter on Bookable Resource Booking entity is too restrictive for offline mode.c

**Answer:** A, C, E

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