

## **Microsoft**

MB-240 Exam

#### Microsoft Dynamics 365 Field Service Functional Consultant

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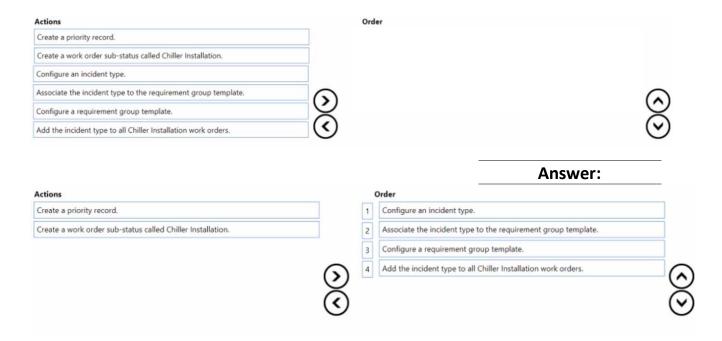
Question: 2
DRAG DROP

## Version: 15.0

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.

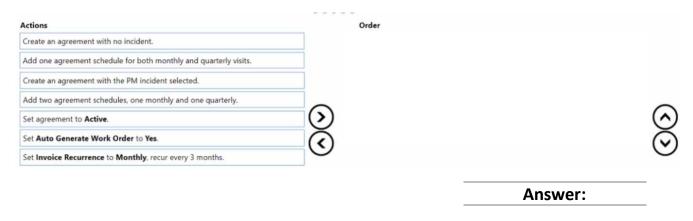
ecord types	Answer Area	
Work Order / Booking	Statements	Record types
Invoice	Travel time charged from the third-party Organizational Unit Address to the jobsite	
Customer Asset	Two new records created, one for each chiller  One Product with a status of <b>Used</b>	
	Labor time charged for 2 hours @ 1.5 time	
	Warning message saying the SLA was exceeded	
second turner	Anguar Aras	Answer:
	Answer Area Statements	Answer:
Work Order / Booking		Record types
Nork Order / Booking	Statements  Travel time charged from the third-pai	Record types rty Organizational Unit Invoice
Work Order / Booking	Travel time charged from the third-par Address to the jobsite  Two new records created, one for each	Record types rty Organizational Unit Invoice
Work Order / Booking  Invoice  Customer Asset	Travel time charged from the third-part Address to the jobsite  Two new records created, one for each One Product with a status of <b>Used</b>	Record types  Invoice  Customer Asset  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.





#### **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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