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**Exam Code: MB-240**

**Exam Name: Microsoft Dynamics 365 for Field Service**



Exam A

QUESTION 1

DRAG DROP

You are a Dynamics 365 for Field Service administrator. Your company only uses contractors as Bookable Resources. The contractors are not licensed Dynamics 365 users. The scheduling team books work orders to resources based on location. The team provides you with scenarios because many resources are not showing up in the scheduling assistant. You need to update bookable resource records based on the provided scenarios.

Which address type should you use with each scenario? To answer, drag the appropriate address type to the appropriate scenario. Each address type may be used one, more than once, or not at all. You may need to drag the split bar between panes or scroll to view the content.

NOTE: Each correct selection is worth one point.

Select and Place:

Entity

Location Agnostic

Business Unit Address

Resource Address

Contact Addresses

Organizational Unit Address

Answer Area

Requirement

Contractors in TerritoryA start the day at their home location.

Contractors in Territory8 do not have a starting location.

Contractors in TerritoryA end the day at TerritoryA office.

Correct Answer:

## Answer Area

Entity		Requirement	
Location Agnostic	Contact Addresses	Contractors in TerritoryA start the day at their home location.	Contact Addresses
Business Unit Address	Organizational Unit Address	Contractors in Territory8 do not have a starting location.	Location Agnostic
Resource Address		Contractors in TerritoryA end the day at TerritoryA office.	Organizational Unit Address

**Section:**

**Explanation:**

### QUESTION 2

Your company is expanding nationally.

You need to configure tax codes for a new territory, so the company can start to operate in the new territory. You realize that you can identify which field service record types the tax code will be applied to.

Which three Field Service record types are taxable within the new tax code? Each correct answer presents a complete solution.

- A. Agreements
- B. Services
- C. Purchase Orders
- D. Products
- E. Work Orders

**Correct Answer: A, B, D**

**Section:**

### QUESTION 3

You are configuring work orders for technicians to complete the onsite service.

When a work order is completed, the customer needs to receive an invoice for the labor charge time spent by the technician to complete the service.

Which option should the technician use to enter their time spent?

- A. Field Service Product Type as Non-Inventory
- B. Work Order Service Task Type
- C. Work Order Incident Type
- D. Work Order Service

**Correct Answer: D**

**Section:**

**QUESTION 4**

Your customer asks you to create a dashboard.

The application must meet the following requirements:

- \* Capture work orders, asset information, and customer information.
- \* Allow actions to be taken directly from the dashboard.
- \* Allow data filtration.

You need to determine the type of dashboard you should create in the app designer. Which type of dashboard should you create?

- A. Power BI
- B. Multi-stream interactive
- C. Single-stream interactive
- D. Classic

**Correct Answer: B**

**Section:**

**QUESTION 5**

Your customer wants to set up a minimum charge of \$100 for the first 45 minutes of being onsite for a work order.

You need to set up this requirement in Microsoft Dynamics 365 Field Service.

Which two actions should you perform? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Create a price list where the Flat Fee is set to No
- B. Create a Field Service price list item where the Flat Fee is set to No. the Minimum Charge Duration is 45 minutes and the Minimum Charge Amount 15 \$100
- C. Created Field Service price list item where the Flat Fee is set to Yes. the Minimum Charge Duration is 45 minutes, and the Minimum Charge Amount is \$100 H P.
- D. Create a new product with Field Service Product Type - Service.
- E. Create a new product with Field Service Product Type = Inventory

**Correct Answer: A, D**

**Section:**

**QUESTION 6**

As part of the Microsoft Dynamics 365 Field Service implementation, your company wants to track the time that technicians spend on work orders and other scenarios. The company wants to be able to report on utilization and billing.

You need to advise on the ways time entries can be created in Field Service.

What are three possible ways? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point

- A. Automatically for Work Order bookings
- B. Automatically for bookings related to Custom Entities
- C. Manually for Custom Business Processes
- D. Automatically for Time-off requests
- E. Automatically for bookings related to Cases

**Correct Answer: A, C, D**

**Section:**

**QUESTION 7**

DRAG DROP

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.

Select and Place:

Actions		Order
Turn on <b>Track My Technician</b> .		
Turn on Remote Assist audit logging.		
Open Field Service Settings.		
Set <b>Use Enhanced Background Processing</b> to Yes.	>	↑
Deactivate the workflows.	<	↓
Turn on the flows for Field Service Mobile.		

Correct Answer:

Actions		Order
Turn on <b>Track My Technician</b> .		Open Field Service Settings.
Turn on Remote Assist audit logging.		Set <b>Use Enhanced Background Processing</b> to Yes.
		Deactivate the workflows.
		Turn on the flows for Field Service Mobile.

Section:

Explanation:

**QUESTION 8**

You are entering products and services into Dynamics 365 CE Field Services.

You need to ensure that your field technicians can use the products when completing work orders.

Which two field service product types should you configure to allow your technicians to add work order products? Each correct answer presents a complete solution.

- A. Product
- B. Non Inventory
- C. Inventory
- D. Service

**Correct Answer: B, C**

**Section:**

**Explanation:**

<https://docs.microsoft.com/en-us/dynamics365/field-service/configure-set-up-customer-assets> Only products where Field Service Product Type is set to Inventory or Non-inventory can be added to work orders. Only those products can be automatically converted to customer assets. However, when manually creating a customer asset, you can add all products.

#### QUESTION 9

The field service team manager needs you to give a new technician user access to the system. The technician will use the mobile application to fill out work orders when they are onsite doing field work to repair factory motors at customer sites. When the dispatcher takes vacation, the new technician user will manage dispatcher functions. Which two field service security roles will the new technician user need? Each correct answer presents part of the solution.

- A. Field Service-Dispatcher
- B. Field Service-App Access and Field Service -Resource
- C. Field Service-Mobile User
- D. Field Service-User

**Correct Answer: A, B**

**Section:**

#### QUESTION 10

DRAG DROP

To improve communications with customers, your company has decided to implement Twilio, a third-party communication platform that has call and messaging capabilities.

The Twilio solution includes a number of core components to deliver the capability, all of which need to be set up.

Which five steps should you take in sequence to prepare data for optimization? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

**Select and Place:**

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**Configure Microsoft Flow Account.**

**Set up a Twilio account.**

**Generate account SID and authentication token.**

**Configure SMS and IVR workflows.**

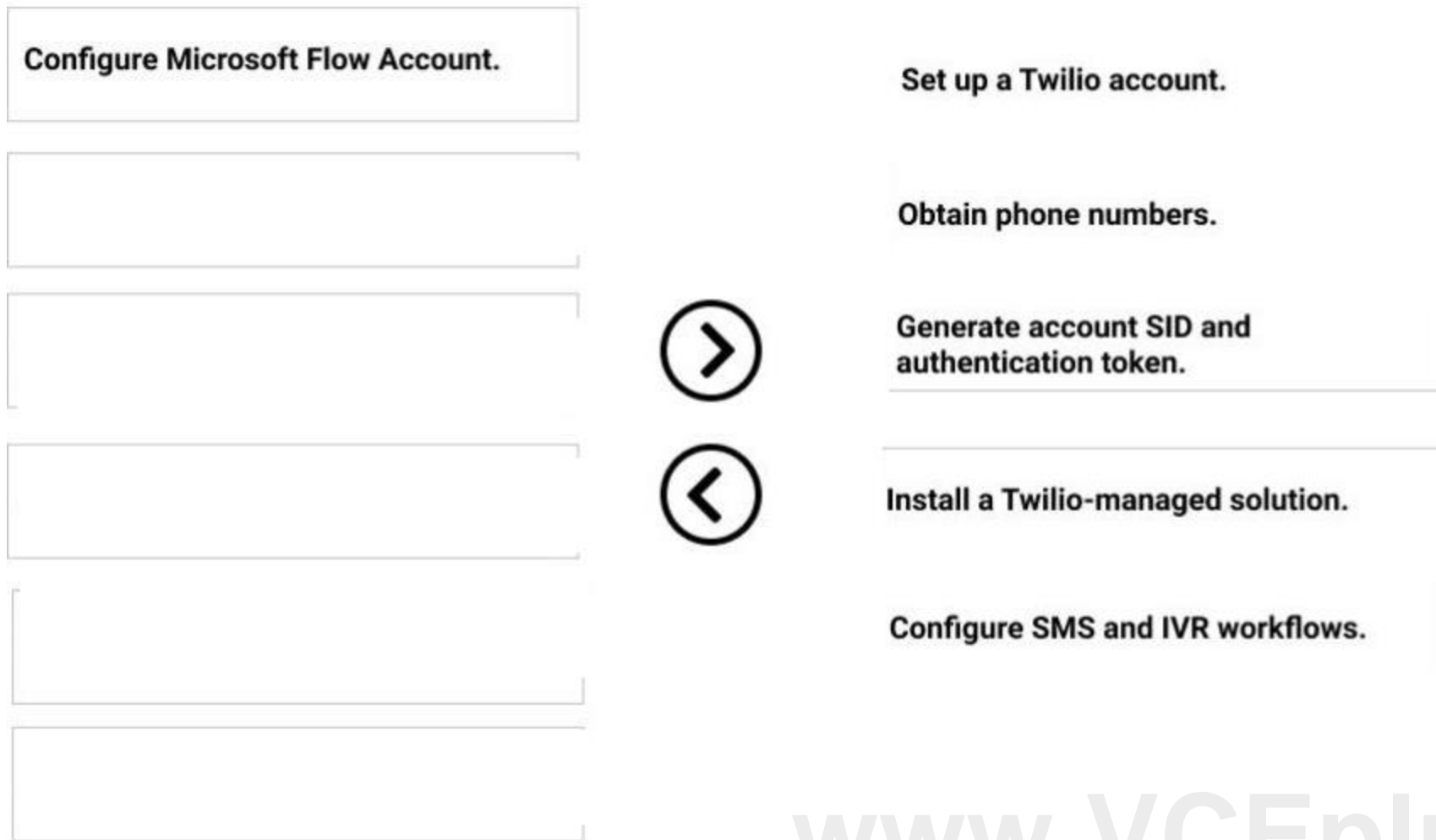
**Install a Twilio-managed solution.**

**Obtain phone numbers.**



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Correct Answer:



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**Section:**

**Explanation:**

#### QUESTION 11

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution. After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

You are a Dynamics 365 for Field Service system administrator.

You are configuring a new instance of Dynamics 365 for Field Service. The organization needs to automatically generate work orders based on agreements, and send invoices on a recurring basis by customer.

Solution: You implement the following configuration changes.

- 1) Create Agreement
- 2) Define Booking Setup
- 3) Create Invoice Setup
- 4) Set Auto Generate Invoice = Yes
- 5) Populate Generate Agreement Invoices X Days in Advance

Does this meet the goal?

A. Yes

B. No

**Correct Answer: B**

**Section:**

#### QUESTION 12

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet stated goals. Some question sets might have more than one correct



solution, while others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

You are a Dynamics 365 for Field Service system administrator.

You are configuring a new instance of Dynamics 365 for Field Service. The organization needs to automatically generate work orders based on agreements, and send invoices on a recurring basis by customer.

Solution: You implement the following configuration changes.

- 1) Create Agreement
  - 2) Define Booking Setup
  - 3) Set Booking Recurrence
  - 4) Create Invoice Setup
  - 5) Define Invoice Recurrence
- Does this meet the goal?

- A. Yes
- B. No

**Correct Answer: A**

**Section:**

#### QUESTION 13

You are a Dynamics 365 for Field Service Administrator. Your organization wants to use Connected Field Service for existing Customer Assets.

You install Connected Field Service and set up Azure IoT Central, but it seems no alerts are being received in Dynamics 365 for the devices.

You need to find the issue and resolve it.

Which action should you choose?

- A. Configure the Create CFS alerts from IoT Central Workflow within Dynamics 365.
- B. Create the IoT Connected Device connection role to link devices to customer assets.
- C. Register the device in Dynamics 365 Connected Field Service.
- D. Configure the Create CFS alerts from IoT Central within Microsoft Flow.

**Correct Answer: D**

**Section:**

#### QUESTION 14

You are a Dynamics 365 for Field Service Administrator.

You install and configure Connected Field Service with Azure IoT Central. Several of your connected devices sent alerts back to Dynamics 365 and work orders were created. However, the work orders were not sent back to Azure IoT Central.

You need to resolve the issue.

Which Action should you take to resolve the issue?

- A. Configure the Microsoft Flow When a work order is created in Connected Field Service, update IoT Central.
- B. Create an IoT Command in Dynamics 365 to trigger an update in IoT Central.
- C. Configure the Dynamics 365 workflow When a work order is created in Connected Field Service, update IoT Central.
- D. Create an IoT action in Dynamics 365 to trigger an update in IoT Central.

**Correct Answer: A**

**Section:**

#### QUESTION 15

You are a Dynamics 365 for Field Service consultant.  
One of your Dynamics 365 customers wants to decrease the number of repair appointments by sending fewer technicians onsite.  
You need to provide a recommendation of which solution your customer should use to achieve their request.  
What should you recommend?

- A. Azure IoT Hub
- B. Connected Field Service
- C. Dynamics 365 for Field Service
- D. Crew Scheduling

**Correct Answer: B**  
**Section:**

**QUESTION 16**

DRAG DROP

You are a field service administrator for your company.  
You review the Field Service administrator guide to understand how the status fields can support your company's business processes.  
Which unique entity system status value matches with its Entity Type? To answer, drag the appropriate unique entity system status values to the appropriate Entity Type. Each unique entity system status value 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 the content.  
NOTE: Each correct selection is worth one point.

**Select and Place:**

Purchase Order
Agreement
Booking Status

Draft

Billed

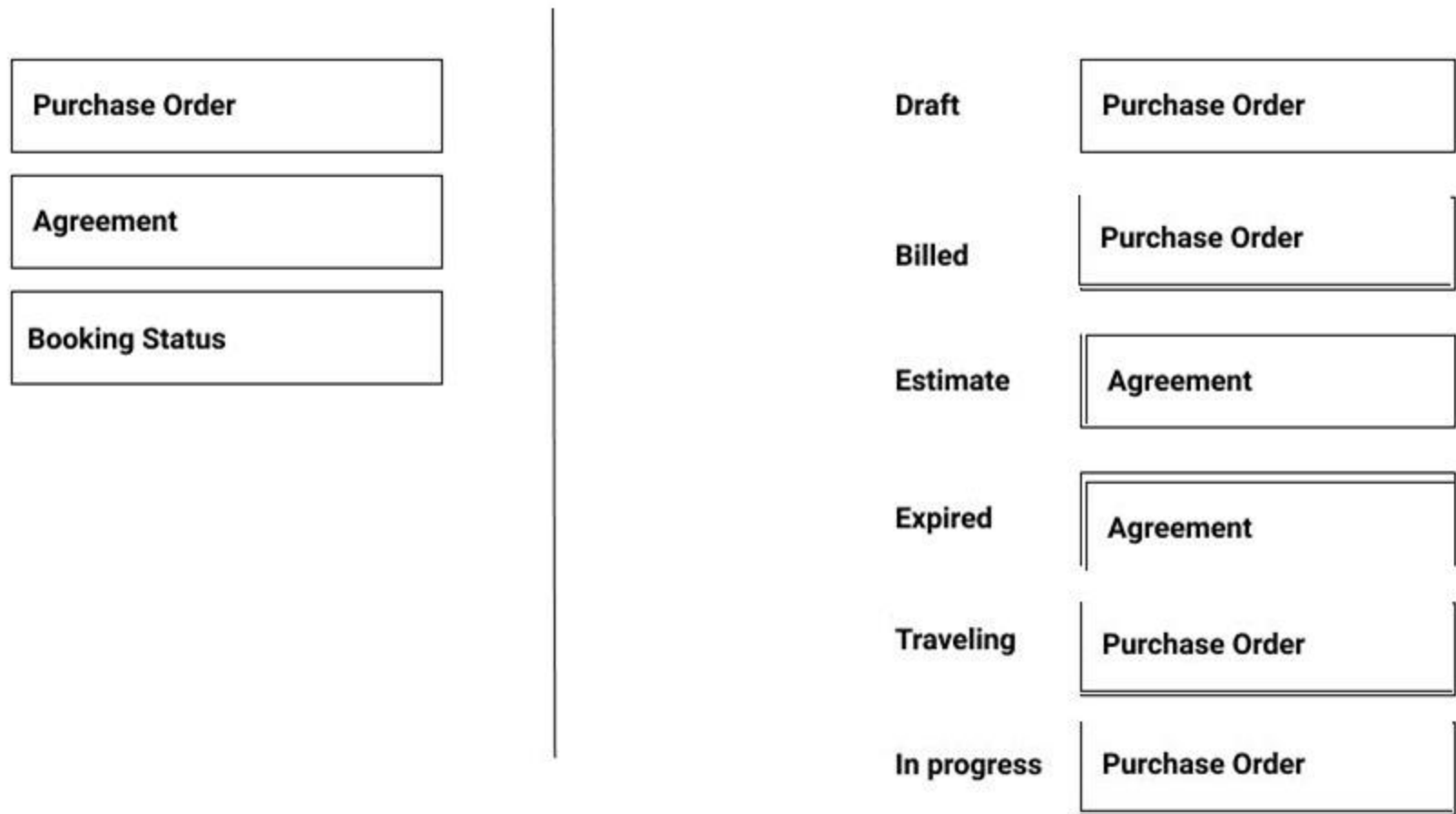
Estimate

Expired

Traveling

In progress

**Correct Answer:**



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Section:  
Explanation:

**QUESTION 17**  
Contoso, Ltd has just acquired a new company in order to increase the services it offers to its customers. Contoso, Ltd. wants to ensure that it is able to track all of the stages in its service management workflow, including the services offered by the new service company. You need to configure Dynamics 365 CE for Field Services to ensure that all of the necessary status values are configured correctly to track your company's unique business process. Which action must you perform?

- A. Edit the existing system status field values.
- B. Create the necessary sub-status values.
- C. Create the necessary system status values.
- D. Create the necessary service task values.

**Correct Answer: B**  
Section:

**QUESTION 18**  
As a new start-up field services company, you are looking to streamline your customer service process to provide the best customer service experience. Your company has decided to implement Dynamics Field Services as the foundation for its customer service management processes. You need to ensure that the cases that the customer service team creates can be quickly and efficiently converted to work orders (that will minimize the need to add additional information to the work orders) using the out-of-the-box capabilities. Which key item do you need to configure before the customer service agents will be able to convert a case to a work order?

- A. Resources
- B. Work Order Types
- C. Booking Rules
- D. Incident Type

Correct Answer: D  
Section:

QUESTION 19  
DRAG DROP

Your company has a requirement to use the out-of-the-box Resource types to categorize Active Bookable Resource types. The company wants to ensure easy Dynamics 365 upgrades as needed. You need to ensure that you only use the appropriate Resource types. Which types are available for your use? To answer, drag each description on the left to the appropriate column on the right. Each description 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 the content. NOTE: Each correct selection is worth one point.

Select and Place:

Descriptions

Account

User

Service Center

Equipment

Team

Answer Area

Resource Type	Not a Resource Type

Correct Answer:

Descriptions	Answer Area	
	Resource Type	Not a Resource Type
Account	Account	
User	User	
Service Center		Service Center
Equipment	Equipment	
Team		Team

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Section:  
Explanation:

**QUESTION 20**  
DRAG DROP

Your company's inventory clerk has received a truck shipment of parts for repair of equipment on such a rush order. The order needs to be completed as soon as possible. Which three steps, in sequence, are needed to receive the products to the existing rush order in Field Service?  
To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Select and Place:

## STEPS

Click Receipt Products

Create an Inventory Adjustment record.

Click Show Purchase order Products not fully received yet.

Click the drop-down arrow next to the P.O. name.

Post the Receipt record.

## ORDER



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Correct Answer:

STEPS

ORDER

Create an Inventory Adjustment record.

Post the Receipt record.

Click the drop-down arrow next to the P.O. name.

Click Receipt Products



Click Show Purchase order Products not fully received yet.



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Section:

Explanation:

QUESTION 21

DRAG DROP

Your company uses Dynamics 365 for Field Service.

The company's inventory clerk goes to the bin location for electrical switches and discovers there are none in stock. However, the Field Service Inventory shows a quantity of one.

In which order should the required fields be entered to adjust the inventory to the correct amount? To answer, move the three appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Select and Place:

Fields

ORDER

Warehouse
Bin location
Unit
Product
Quantity



Correct Answer:

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Fields	ORDER
<div>Warehouse</div>	<div>Product</div>
<div>Bin location</div>	<div>Unit</div>
<div></div>	<div>Quantity</div>
<div></div>	<div></div>
<div></div>	<div></div>

Section:  
Explanation:

QUESTION 22  
DRAG DROP

Your company's inventory clerk is using the Returning to Vendor feature in Dynamics 365 for Field Service to process a customer's request to return a wheel that is the wrong size. The clerk needs to understand the different tracking options for returning to the vendor. Which actions correspond with track the return and which actions correspond with another return to vendor option? To answer, drag the type of return to the action. Each type or return 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 the content. NOTE: Each correct selection is worth one point.

Select and Place:

### Answer Area

track the return

other return to vendor  
options

Mark when the return was approved.

Mark when the return was shipped.

Mark when the return was received.

Issue credit to the customer.

Issue a credit memo.

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Correct Answer:

Answer Area

track the return

other return to vendor options

Mark when the return was approved.

track the return

Mark when the return was shipped.

track the return

Mark when the return was received.

track the return

Issue credit to the customer.

other return to vendor options

Issue a credit memo.

other return to vendor options

Section:  
Explanation:

QUESTION 23  
DRAG DROP

There are certain steps a Field Service Manager must take for RMA approval, and then for creating an RMA receipt. Which steps pertain to RMA Approval and which steps pertain to RMA Receipts? To answer, drag RMA Approval or RMA Receipts to the appropriate steps. RMA Approval and RMA Receipts may be used once, more than once, or not at an. You may need to drag the split bar between panes or scroll to view the content.  
NOTE: Each correct selection is worth one point.

Select and Place:

QUESTION 23

RMA Approval	Verify RMA products are linked to customer equipment records.	
RMA Receipt	Arrange shipping and transportation for the products to be returned.	
	Determine if RMA products can be returned to the manufacturer and if a credit must be issued.	
	Give the step a name.	

Correct Answer:

QUESTION 24

RMA Approval	Verify RMA products are linked to customer equipment records.	RMA Approval
RMA Receipt	Arrange shipping and transportation for the products to be returned.	RMA Approval
	Determine if RMA products can be returned to the manufacturer and if a credit must be issued.	RMA Approval
	Give the step a name.	RMA Receipt

Section:

Explanation:

#### QUESTION 24

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.

**Correct Answer: B, C**

**Section:**

#### QUESTION 25

DRAG DROP

You are a Dynamics 365 for Field Service Administrator. All Products have the Convert to Customer Asset field set to Yes.

Some users indicate products on a customer asset are not always becoming a customer asset. Users provide you with three scenarios.

You need to review the scenarios and provide the answers.

What happens to the product for each user scenario? To answer, drag the appropriate solution to satisfy each listed requirements. Each solution 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 the content.

NOTE: Each correct selection is worth one point.

**Select and Place:**

Product is Converted to Customer Asset.	Work Order Product is Estimated. Booking is Closed and Work Order is Closed-Posted.	
Product is not Converted to Customer Asset.	Work Order Product is Used. Booking is Closed and Work Order is Open – Completed.	
Product is Converted as an Inactive Customer Asset.	Work Order Product is Used. Booking is Canceled and Work Order is Closed-Posted.	

**Correct Answer:**

Product is Converted to Customer Asset.	Work Order Product is Estimated. Booking is Closed and Work Order is Closed-Posted.	Product is not Converted to Customer Asset.
Product is not Converted to Customer Asset.	Work Order Product is Used. Booking is Closed and Work Order is Open – Completed.	Product is not Converted to Customer Asset.
Product is Converted as an Inactive Customer Asset.	Work Order Product is Used. Booking is Canceled and Work Order is Closed-Posted.	Product is Converted to Customer Asset.

**Section:**

**Explanation:**

**QUESTION 26**

You are a Dynamics 365 for Field Service Administrator.

You need to add two compressor sub-components to one of the refrigerator customer assets, in the environment and set up the sub-components for the customer asset.

What must you do to properly set up the assets?

- A. Add the compressor sub-components as sub-assets on the refrigerator customer asset record.
- B. Click View Hierarchy on the refrigerator customer asset record.
- C. Set the Master Asset on the sub-components to the refrigerator Customer Asset record.
- D. Add the compressor sub-components as customer asset records.

**Correct Answer: D**

**Section:**

**QUESTION 27**

You work for a recycling company that provides customers with large compactor units to collect their recyclable materials. The compactor units are comprised of two separate components: a container to collect the recyclable materials and a separate component that compacts the recyclable materials to make them easier to transport.

These containers are expensive, and the components tend to break down frequently, requiring ongoing maintenance and repairs.

You need to easily track the containers that your company has at each client location and maintain a service history for each of the sub-components.

- A. Configure the customer asset records hierarchically, and maintain service history at the sub-component level.
- B. Configure the customer inventory records individually, in order to maintain the service history at the parent component level.
- C. Configure the customer inventory records in a hierarchy, and maintain service history at the subcomponent level.
- D. Configure the customer asset records hierarchically, and maintain service history at the service account level.

**Correct Answer: A**

**Section:**

**QUESTION 28**

A customer wants to book a servicing appointment from the Field Service self-scheduling portal.

The customer needs to be able to schedule an appointment with an available technician with the right skillset for the job.

Which two options can be used? Each correct answer presents a complete solution,

NOTE: Each correct selection is worth one point

- A. Communication Type
- B. Work Order type
- C. Service Product
- D. Service Type

**Correct Answer: B, D**

**Section:**

**QUESTION 29**

You are assigned to a Microsoft Dynamics 365 Field Service implementation for a Gym & Fitness company.

You need to distribute a survey to any customers who sign up for a monthly subscription. The Customer Experience Manager wants to send the survey with a custom email address instead of using the default Dynamics 365 Customer Voice survey email address.

Which two actions should you perform? Each answer presents a complete solution. NOTE: Each correct selection is worth one point

- A. Add a custom email address in the Microsoft Power Platform Admin Center.

- B. Add and verify a domain in the Microsoft 365 Admin Center.
- C. Add and verify a domain in the Microsoft Power Platform Admin Center.
- D. Add a custom email address in the Microsoft 365 Admin Center.

**Correct Answer: B, D**

**Section:**

**QUESTION 30**

You have configured Microsoft Dynamics 365 Customer Voice, along with Dynamics 365 Field Service. Your manager wants to add the customer's First Name, Last Name, and Work Order Number to the survey. In which two survey elements can you add these variables? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Section description
- B. Survey header
- C. Footer text
- D. Post-survey message heading

**Correct Answer: A, D**

**Section:**

**QUESTION 31**

You need to configure the Microsoft Dynamics 365 Field Service mobile app to provide field technicians with access to custom entities. What should you do?

- A. Create a new role and assign it to the technicians.
- B. In the mobile offline profile, add a custom data filter to the entity.
- C. Go to the mobile offline profile, and add the entity.
- D. Add the entity to the site map of the Field Service mobile model-driven app.

**Correct Answer: B**

**Section:**

**QUESTION 32**

DRAG DROP

Your customer wants to enable their Microsoft Dynamics 365 Field Service mobile app for offline use.

You need to configure the mobile app for technicians, including custom entity offline usage.

What are the first four steps you should perform in sequence? To answer, move the appropriate actions from the list of steps to the answer area and arrange them in the correct order.

**Select and Place:**



#### Steps

- Edit the sitemap entities in the Field Service mobile model-driven app.
- Edit the Booking and Work Order forms.
- Create a mobile offline profile, or update the existing Field Service mobile offline profile to determine what data will be available while offline.
- Enable entities for mobile offline synchronization.
- Add users to the correct mobile offline profile, and publish the offline profile.
- Enable the Field Service mobile model-driven app for offline use.



#### Order



Correct Answer:

#### Steps

- Edit the sitemap entities in the Field Service mobile model-driven app.
- Edit the Booking and Work Order forms.
- 
- 
- 
- 



#### Order

- Create a mobile offline profile, or update the existing Field Service mobile offline profile to determine what data will be available while offline.
- Enable entities for mobile offline synchronization.
- Add users to the correct mobile offline profile, and publish the offline profile.
- Enable the Field Service mobile model-driven app for offline use.



Section:

Explanation:

#### QUESTION 33

You implemented Microsoft Dynamics 365 Field Service for an electronics company.

The technician reports that they are unable to view the customer asset hierarchy and the functional location at the customer's location.

\* While setting up the Dynamics 365 Field Service mobile app, you assigned the Field Service Resource security role to a technician.

\* While working at the customer site, there were some internet connectivity issues and so the technician had to work offline.

Why was the technician unable to view customer asset hierarchy and functional location?

- A. The security role assigned needs to be Field Service Admin
- B. Internet connectivity is required.
- C. The functional location still needs to be assigned to the work order.
- D. The offline profile still needs to be published.

Correct Answer: B

Section:

#### QUESTION 34



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?

- 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. )
- E. 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.

**Correct Answer: A**

**Section:**

#### QUESTION 35

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?

- 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.

**Correct Answer: C**

**Section:**

#### QUESTION 36

DRAG DROP

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.

**Select and Place:**

Account types		Answer Area	
Billing account	Service account		

**Correct Answer:**

Account types		Answer Area	
Billing account	Service account		

**Section:**

**Explanation:**

#### QUESTION 37

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.

- 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

**Correct Answer: B, D, E**

**Section:**

#### QUESTION 38

DRAG DROP

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.

**Select and Place:**

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

>

<

Correct Answer:

Actions

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

>

<

Order

Set the system status to **Submitted**.

Create a purchase order receipt.

Create the new purchase order receipt products.

Create the purchase order bill.

>

<

Section:  
Explanation:

QUESTION 39  
DRAG DROP

You are implementing Microsoft Dynamics 365 F&W Service for an electronics company. You need to identify when a compressor is used from the technicians warehouse inventory. How does the inventory journal record the transactions? To answer, drag the appropriate inventory journal record to the correct scenario. Each inventory journal record 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.

Select and Place:

#### Inventory journal records

Increase Allocated quantity by one.

Decrease On Hand quantity by one.

Increase On Hand quantity by one.

#### Answer Area

#### Scenarios

When a compressor is allocated to a work order.

When the allocated compressor is used in the work order.

#### Inventory journal records

Correct Answer:

#### Inventory journal records

Increase Allocated quantity by one.

Decrease On Hand quantity by one.

Increase On Hand quantity by one.

#### Answer Area

#### Scenarios

When a compressor is allocated to a work order.

When the allocated compressor is used in the work order.

#### Inventory journal records

Increase Allocated quantity by one.

Decrease On Hand quantity by one.

Section:

Explanation:

#### QUESTION 40

Your organization uses Microsoft Dynamics 365 Connected Field Service with Microsoft Azure IoT Hub to manage its IoT devices.

The device management team reports an issue where they are unable to register devices since the start of their day.

You need to troubleshoot this issue.

What are the two main reasons for this issue? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Azure is offline.
- B. The Service Administrator security role is missing in Azure.
- C. Dynamics 365 still needs to be connected to Azure.
- D. The IoT Administrator security role is missing in Dynamics 365.

Correct Answer: A, C

Section:

#### QUESTION 41

You are managing your organization's assets.

You need to give your organization's technicians better visibility on their locations in order to reduce travel time and time spent searching for the asset when the technicians arrive on site. How should you structure the system to manage this request?

- A. Use asset properties to provide location details.
- B. Attach a functional location to each asset.
- C. Create a detailed service account tree.
- D. Create a custom entity to house asset location details.

**Correct Answer: B**  
**Section:**

#### QUESTION 42

Your organization is planning to use Microsoft Azure IoT Hub to manage the IoT devices which monitor the temperature of the cold storage. You need to install the Microsoft Dynamics 365 Connected Field Service solution with Azure IoT Hub. Which Azure security role is a prerequisite to the installation?

- A. Application Administrator
- B. Dynamics 365 Administrator
- C. Cloud Device Administrator
- D. Account Administrator

**Correct Answer: B**  
**Section:**

#### QUESTION 43

You are implementing Microsoft Dynamics 365 Field Service. The customer wants to use the system to capture changes in various system readings when a technician is onsite servicing an asset. What should you recommend?

- A. Create asset categories and track the changes from each work order.
- B. Use the Asset Category Log history to track the changes.
- C. Train the field technicians to take detailed notes on the asset on the work order.
- D. Use the Asset Property Log history to track the changes.

**Correct Answer: A**  
**Section:**

#### QUESTION 44

You are setting up assets for a customer. The VP of Field Service wants to have greater visibility to all the serialized components of an asset in a hierarchical view. Solution: You define the Top-Level Asset with as many parent-child sub-assets as necessary, rolling up for viewing in a hierarchy. Does this meet the goal?

- A. Yes
- B. No

**Correct Answer: B**  
**Section:**

#### QUESTION 45

You are setting up assets for a customer.

The VP of Field Service wants to have greater visibility to all the serialized components of an asset in a hierarchical view.

Solution: You create Asset Properties to describe each component for viewing in a hierarchy.

Does this meet the goal?

A. Yes

B. No

**Correct Answer: B**

**Section:**

#### QUESTION 46

Your company hires a consultant to help them determine the best way to efficiently dispatch the best technicians to customer sites.

The consultant suggests that for phase one, your company should use a proficiency model that includes four ratings:

In Training, rating 1 Familiar, rating 3 Proficient, rating 5 Expert, rating 7

You need to evaluate this proficient model.

Which three statements apply to this proficiency model? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

A. There are multiple proficiency models available 'out of the box' and you must choose one of them.

B. This proficiency model can be created even though the ratings numbers have gaps.

C. This proficiency model would need to be created.

D. This information above is all that is needed to create a proficiency model.

E. This proficiency model cannot be created because the ratings numbers have gaps.

**Correct Answer: B, C, D**

**Section:**

#### QUESTION 47

DRAG DROP

You are configuring Microsoft Dynamics 365 for a hotel chain.

The hotel managers want to make traveler reservations by first checking for specific date range availability, and then assigning the traveler to a specific room when they arrive. Furthermore, hotel managers want to overbook the hotel to account for expected cancellations.

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.

**Select and Place:**



### Actions

Create a bookable resource with type pool and pool type as "Facility" and add pool members (rooms).

Reassign reservations to specific rooms within the Facility.

Create and book the resource requirement for the Facility.

Create a bookable resource with type "Facility" and add pool members (rooms).

Manually add additional capacity.

Create and book the resource requirement for the Resource Pool.

Reassign reservations to specific rooms within the hotel pool.

### Order



Correct Answer:

### Actions

Create a bookable resource with type pool and pool type as "Facility" and add pool members (rooms).

Reassign reservations to specific rooms within the Facility.

Create and book the resource requirement for the Facility.

### Order

Create a bookable resource with type "Facility" and add pool members (rooms).

Manually add additional capacity.

Create and book the resource requirement for the Resource Pool.

Reassign reservations to specific rooms within the hotel pool.



Section:

Explanation:

Create a bookable resource with...

Manually add additional capacity.

Create and book the resource requirement for the Resource Pool.

Reassign reservations to specific room with Facility.

#### QUESTION 48

You are configuring forms in model-driven apps.

You need to show a set of fields from a related table and ensure the fields are read-only.

Which form should you use?

- A. Quick View
- B. Interactive
- C. Card
- D. Main

**Correct Answer: A**

**Section:**

#### QUESTION 49

You are implementing a Microsoft Dynamics 365 Field Service solution for a client. The client is overwhelmed with all the options available in the original site map, but may want to revert back to the original site map in the future.

The client wants one group called 'My Work' with work orders, schedule board, accounts, contacts, and assets included. What should you do before saving and publishing the model-driven app?

- A. 1. Create a new model-driven app. 2. Select the site map designer. 3. Add sub-area work orders, schedule board, accounts, contacts, and assets to 'My Work.' 4. Remove all other groups and areas.
- B. 1. Navigate to the app designer. 2. Select Use existing solution to create the app 3. Remove all groups and areas other than 'My Work.'
- C. 1. Create a new model-driven app. 2. Select Use existing solution to create the app 3. Select the Field Service site map.
- D. 1. Navigate to the app designer. 2. Select the site map designer. 3. Remove all areas other than 'My Work.' 4. Add work orders, schedule board, accounts, contacts, and assets.

**Correct Answer: A**

**Section:**

#### QUESTION 50

You are implementing a Microsoft Dynamics 365 Field Service solution for a client

The client needs to be able to view the Parent Asset and Master Asset when the Primary Incident Customer Asset is associated to a work order. The asset data should not be stored directly on the work order. It should only be visible when the Customer Asset is selected.

Solution:

1. Create the Parent Asset and Master Asset on the work order.
2. Use Microsoft Power Automate to populate fields when the Customer Asset contains data.

Does this meet the goal?

- A. Yes
- B. No

**Correct Answer: B**

**Section:**

#### QUESTION 51

You are implementing a Microsoft Dynamics 365 Field Service solution for a client

The client needs to be able to view the Parent Asset and Master Asset when the Primary Incident Customer Asset is associated to a work order. The asset data should not be stored directly on the work order. It should only be visible when the Customer Asset is selected.

Solution:



1. Create a quick view form on the Customer Asset.
2. Add the Parent Asset and Master Asset to the new quick view form.
3. Add the Customer Asset quick view form to the work order.
4. Publish the customizations.

Does this meet the goal?

- A. Yes
- B. No

**Correct Answer: A**  
**Section:**

#### QUESTION 52

You need to use the Agreement function in Microsoft Dynamics 365 Field Service to automatically generate work orders and invoices. This configuration will be used for preventative and maintenance work.

You need to determine the configurations that are available for you to use in the Agreements setup.

Which three configurations are available? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Booking Recurrence specification
- B. Generate Work Order Days in Advance
- C. Auto Generate Work Order
- D. Resource Priority
- E. Auto Generate Booking Dates in 24 hours

**Correct Answer: A, B, C**  
**Section:**

#### QUESTION 53

DRAG DROP

You are a Microsoft Dynamics 365 Field Service dispatcher.

You need to implement a capability within the schedule board to allow you to find resources for a work order. The work order can be done by any resource with the right piece of equipment, who is available at 9:00 A.M. during a selected week.

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.

**Select and Place:**

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Actions		Order	
Create a new requirement group.	<div>➤</div> <div>➤</div>		<div>⬆</div> <div>⬇</div>
Book the requirement with the scheduling assistant.			
Create a requirement group template.			
Associate an incident type to the requirement group template.			
Add the incident type to a work order.			
Book the work order.			

Correct Answer:

Actions		Order	
Create a new requirement group.	<div>➤</div> <div>➤</div>	Create a requirement group template.	<div>⬆</div> <div>⬇</div>
Book the requirement with the scheduling assistant.		Associate an incident type to the requirement group template.	
		Add the incident type to a work order.	
		Book the work order.	

Section:

Explanation:

Create a requirement group template.

Associate an incident type to the requirement group template.

Add the incident type to a work order.

Book the work order.

#### QUESTION 54

You are the Dynamics 365 Field Service technician manager for Contoso Ltd.

Your customers are indicating they are being double invoiced for certain work orders They are receiving the quarterly invoice, and another invoice after the service is performed.

You need the system to automatically handle these scenarios, while still sending out invoices for work orders that are not generated from an agreement.

What should you do to avoid double billing your customers that have agreements?

- A. Manually update the Invoice lines prior to sending to the customer.
- B. Turn-off Invoice Generated on Closed-Posted work orders to avoid invoice generation when a work order is Closed-Posted

- C. Update the Invoice Journal lines to ensure the lines are \$0.00.
- D. Create a process using price lists and entitlements to ensure the work order subtotal and work order invoice is \$0.00.

**Correct Answer: D**  
**Section:**

**QUESTION 55**  
DRAG DROP

Your company implemented the Microsoft Dynamics 365 Field Service mobile app. A dispatcher supervisor asks you to ensure that the booking statuses will match the business processes currently used by the field technicians. You will use out-of-the-box booking statuses to fulfill this need. In which order should field technicians update their booking statuses? To answer, move all booking status fields from the list of booking status fields to the answer area, and arrange them in the correct order.

**Select and Place:**

Booking Status		Order	
Travelling	<div>&gt;</div> <div>&lt;</div>	1	<div>↑</div> <div>↓</div>
In Progress		2	
On Break		3	
Completed		4	

**Correct Answer:**

Booking Status		Order		
	<div>&gt;</div> <div>&lt;</div>	1	Travelling	<div>↑</div> <div>↓</div>
		2	In Progress	
		3	On Break	
		4	Completed	

**Section:**  
**Explanation:**

Travelling  
In Progress  
On Break  
Completed

**QUESTION 56**  
DRAG DROP

You are a technician at Contoso Electronics, using the Microsoft Dynamics 365 Field Service mobile app to track and manage service requests and inventory. Your supervisor asks you to explain how Field Service keeps track of inventory based on the quantities at the warehouse. To answer, drag the appropriate type of quantity at the warehouse to the explanation of the quantity. Each type of quantity will be used once. You may need to drag the split bar between panes or scroll to view the content. NOTE: Each correct match is worth one point.

Select and Place:

### Types of quantity

Quantity Allocated

Quantity on Order

Quantity on Hand

Quantity Available

### Answer Area

#### Explanations

Number of units remain to be sold.

Number of units currently assigned on work order products.

Sum of quantity available and quantity allocated.

Number of units currently listed on purchase orders and not received.

#### Types of quantity

Correct Answer:

### Types of quantity

### Answer Area

#### Explanations

Number of units remain to be sold.

Number of units currently assigned on work order products.

Sum of quantity available and quantity allocated.

Number of units currently listed on purchase orders and not received.

#### Types of quantity

Quantity Available

Quantity on Hand

Quantity Allocated

Quantity on Order

Section:

Explanation:

#### QUESTION 57

You have created a new entity to tie to the Asset to capture key data. You launch the Microsoft Dynamics 365 Field Service mobile app in offline mode. You need to ensure that you can see the entity. What should you do?

A. Sign in to the System Business Settings to ensure the entity is enabled for mobile offline.

- B. Enable the entity for mobile.
- C. Sign in to Power Apps, and ensure the entity is enabled for mobile offline.
- D. Sign in to Power Apps, and ensure the entity is enabled for Microsoft Outlook mobile offline.

**Correct Answer: C**

**Section:**

#### QUESTION 58

Your organization wants to use the new Microsoft Dynamics 365 Field Service mobile app. You need to install this app for the technicians.

In order to run the initial tests, you install the mobile app and connect with the Sandbox environment to verify that everything is working as expected.

Now, you want to connect the mobile app to the Production environment

Which two actions should you take? Each correct answer presents a part of the solution.

NOTE: Each correct selection is worth one point

- A. Stay logged in, and select Reconfigure to delete data and clear cache from your device.
- B. Sign out, and then log in as your new production user.
- C. Go to the main menu, then select the Person icon.
- D. Go to the main menu, then select the Settings icon.

**Correct Answer: B, D**

**Section:**

#### QUESTION 59

Your customer recently implemented Return Merchandise Authorization (RMA).

Your customer wants to streamline the return process. When items are returned to the warehouse, the returned item should be scanned with a mobile device when it is received. This is the only function to be performed by the RMA Receipts user.

What is your recommendation for the most efficient solution?

- A. Suggest a Warehouse Management System (WMS) for this customer.
- B. Enable RMA Receipts on the Dynamics 365 Field Service mobile app.
- C. Build a Power App to streamline the RMA Receipt process to run either on a phone or on a device such as a tablet.
- D. Use the web client on a device similar to Windows Surface or Apple MacBook, and attach a scanner using a USB cable.

**Correct Answer: A**

**Section:**

#### QUESTION 60

You are a Microsoft Dynamics 365 Field Service dispatcher using the Scheduling Assistant function.

One of your customers, Adventure Works, does not want one of your resources to be scheduled to work orders going forward. However this resource must be available to be scheduled for other accounts.

Solution: You create a Requirement Resource Preference record and set the Preference Type to Restricted and select the work order.

Does this meet the goal?

- A. Yes
- B. No

**Correct Answer: A**

**Section:**



**QUESTION 61**

You are a Microsoft Dynamics 365 Field Service dispatcher using the Scheduling Assistant function.

One of your customers, Adventure Works, does not want one of your resources to be scheduled to work orders going forward. However this resource must be available to be scheduled for other accounts.

Solution: You select the resource in the Restricted Resources field within the Schedule Assistant filter every time you book a work order for Adventure Works. Does this meet the goal?

- A. Yes
- B. No

**Correct Answer: B**

**Section:**

**QUESTION 62**

You are a Microsoft Dynamics 365 Field Service dispatcher using the Scheduling Assistant function.

One of your customers, Adventure Works, does not want one of your resources to be scheduled to work orders going forward. However, this resource must be available to be scheduled for other accounts.

Solution: You create a Requirement Resource Preference record and set the Preference Type to Restricted, and Account to Adventure Works. You also enter an expiration date of four (4) months from today.

Does this meet the goal?

- A. Yes
- B. No

**Correct Answer: B**

**Section:**

**QUESTION 63**

You are implementing a Microsoft Dynamics 365 Field Service solution for a client.

The client needs to be able to view the Parent Asset and Master Asset when the Primary Incident Customer Asset is associated to a work order. The asset data should not be stored directly on the work order. It should only be visible when the Customer Asset is selected.

Solution:

1. Create the Parent Asset and Master Asset on the work order.
2. Use a business rule to populate the fields from the Customer Asset.

Does this meet the goal?

- A. Yes
- B. No

**Correct Answer: B**

**Section:**

**QUESTION 64**

One of your Microsoft Dynamics 365 customers is an existing user of Microsoft Power Pages for their clients and partners. They want to enable the Field Service feature in the portal to allow their clients to track technicians and book an appointment from the portal.

You need to provide a recommendation about the Field Service customer experience portal. What should you recommend?

- A. Select the Partner portal template to deploy the Field Service customer experience portal.
- B. Select the Customer Self-service portal template to deploy the Field Service customer experience portal.
- C. Deploy the Field Service customer portal as a standalone experience.
- D. Deploy the Field Service customer experience package with any portal.

**Correct Answer: C**  
**Section:**

**QUESTION 65**

DRAG DROP

Your company wants use Microsoft Dynamics 365 Customer Voice to obtain feedback on their customers' on-site service experience.

You need to create a survey which will be sent automatically to a customer once their work order is completed.

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.

**Select and Place:**

Actions		Order	
Create a new project.		1	
Select a survey location/environment.	>	2	^
Select a survey template.	<	3	v
Modify survey questions.		4	
Select a project template.			
Select a work order type.			

**Correct Answer:**

Actions		Order	
Create a new project.		1	Select a survey template.
Select a survey location/environment.	>	2	Modify survey questions.
	<	3	Select a project template.
		4	Select a work order type.

**Section:**

**Explanation:**

Select a survey template.

Modify a project template.

Select a work order type.

**QUESTION 66**

You are the lead consultant on a Microsoft Dynamics 365 Field Service implementation.

Your customer is interested in seeing an example of how IoT works with Field Service.

Without an actual device, what is the best tool to use to provide the best experience for your customer?

- A. Logic Apps
- B. IoTHub
- C. Stream analytics
- D. Simulator

**Correct Answer: D**

**Section:**

**QUESTION 67**

You are implementing Connected Field Service.

You need to provide a list of IoT components that can be used within Connected Field Service. Which three IoT components are applicable? Each correct answer presents a complete solution. NOTE: Each correct selection is worth one point.

- A. Azure Blob Storage
- B. Azure SQL Database
- C. App Services
- D. Cognitive Services
- E. Azure Cosmos Database
- F. Stream Analytics

**Correct Answer: A, C, F**

**Section:**

**QUESTION 68**

You are working with your customer to define their booking timestamps and booking journals. Your customer needs your help to understand the capabilities.

Which two explanations are appropriate? Each correct answer presents a complete solution. NOTE: Each correct selection is worth one point.

- A. Overtime is a type of booking journal. The system determines if the working duration is outside normal working hours.
- B. Timestamp Frequencies are only updated Per Booking Status Change
- C. Timesheets are required to be set up in order to properly capture booking timestamps.
- D. Booking timestamps are used to calculate Booking Journals that calculate total travel time and working time for a specific booking.

**Correct Answer: A, D**

**Section:**

**QUESTION 69**

You are configuring the schedule board so that dispatchers can:

1. see all resources on the schedule board at once, with no filtering based on resource type, internal and subcontractors.
2. quickly look at the board, and determine who is internal versus external.

You need to ensure dispatchers can see the resource type.

In which two places should you add the Resource Type field? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point

- A. To Resource Details View
- B. To Resource Cell Template
- C. To Retrieve Resources Query
- D. To Resource Tooltips View

**Correct Answer: B, C**

**Section:**

**QUESTION 70**



Your organization recently implemented Microsoft Dynamics 365 Field Service. In preparation for user training, you created two new tabs on the schedule board, and configured them based on the line of business.

You need to ensure that users know how to control access to those newly created tabs.

Which three sharing options are available for the tabs? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Available to all schedule board viewers.
- B. Available only to the user who created it.
- C. Available only to the users with Field Service dispatcher security role.
- D. Available only to the users with Field Service administrator security role.
- E. Available only to specified users.

**Correct Answer: D, E**

**Section:**

#### QUESTION 71

You implemented Microsoft Dynamics 365 Field Service. You are now managing changes as the team continues to use Dynamics 365. Dispatchers are reporting that the schedule board is difficult to navigate because resources can be scheduled 24 hours of the day. However, resources for this organization only work between 7am and 5 pm in the Greenwich Mean Time Zone (GMT).

You need to modify the schedule board to resolve this issue. What should you do?

- A. Modify the existing schedule board tabs to only include resources working 7am to 5 pm GMT.
- B. Modify the existing schedule board tabs and ensure the working time for the tab is set to 7am to 5 pm GMT.
- C. Adjust the working hours of the resources to 7am to 5 pm GMT.
- D. Create a schedule board tab for the resources working 7am to 5 pm GMT and ensure all the resources have been added to that tab.

**Correct Answer: B**

**Section:**

#### QUESTION 72

Your organization is planning to implement Field Service mobile app based on the Microsoft Power Platform. You need to install this app on a mobile device and test it.

What are the two prerequisites for installing the mobile app? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Ensure the user is assigned the appropriate Microsoft Power Apps license.
- B. Ensure the user is correctly set up in the Woodford solution.
- C. Ensure the minimum supported version of the Field Service solution is installed.
- D. Ensure the user is assigned the Field Service-Resource security role.

**Correct Answer: C, D**

**Section:**

#### QUESTION 73

You are working for a heating, ventilation, and all conditioning (HVAC) service organization.

The Held technicians in your organization are working in the Field Service mobile app. The technicians report that they are able to access customer assets, but unable to access functional location and customer asset hierarchy in offline mode.

You need to ensure technicians can view the functional location and customer asset hierarchy in their mobile app

What should you do?

- A. Download offline data to the mobile app.
- B. Add the technicians to the mobile app's offline profile.
- C. Enable asset hierarchy for the mobile app.
- D. Ensure there is internet connectivity in the mobile app

**Correct Answer: B**

**Section:**

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