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# MICROSOFT MB-240

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**Microsoft Field Service Certification Questions & Answers**

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Exam Summary – Syllabus – Questions

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**MB-240**

**Microsoft Certified - Dynamics 365 Field Service Functional Consultant Associate**

**40-60 Questions Exam - 700/1000 Cut Score - Duration of 120 minutes**

**Table of Contents:**

Know Your MB-240 Certification Well: .....2

Microsoft MB-240 Field Service Certification Details: .....2

MB-240 Syllabus: .....3

    Configure field service applications (15-20%) ..... 3

    Manage work orders (15-20%) ..... 4

    Schedule and dispatch work orders (25-30%) ..... 4

    Manage field service mobility (10-15%) ..... 5

    Manage inventory and purchasing (5-10%) ..... 6

    Implement Connected Field Service (10-15%) ..... 7

Microsoft MB-240 Sample Questions: .....7

Study Guide to Crack Microsoft Field Service MB-240  
Exam: ..... 12

## Know Your MB-240 Certification Well:

The MB-240 is best suitable for candidates who want to gain knowledge in the Microsoft Dynamics 365. Before you start your MB-240 preparation you may struggle to get all the crucial Field Service materials like MB-240 syllabus, sample questions, study guide.

But don't worry the MB-240 PDF is here to help you prepare in a stress free manner.

The PDF is a combination of all your queries like-

- What is in the MB-240 syllabus?
- How many questions are there in the MB-240 exam?
- Which Practice test would help me to pass the MB-240 exam at the first attempt?

Passing the MB-240 exam makes you Microsoft Certified - Dynamics 365 Field Service Functional Consultant Associate. Having the Field Service certification opens multiple opportunities for you. You can grab a new job, get a higher salary or simply get recognition within your current organization.

## Microsoft MB-240 Field Service Certification Details:

Exam Name	Microsoft Certified - Dynamics 365 Field Service Functional Consultant Associate
Exam Code	MB-240
Exam Price	\$165 (USD)
Duration	120 mins
Number of Questions	40-60
Passing Score	700 / 1000
Books / Training	<a href="#">MB-240T00-A: Microsoft Dynamics 365 Field Service</a>
Schedule Exam	<a href="#">Pearson VUE</a>
Sample Questions	<a href="#">Microsoft Field Service Sample Questions</a>
Practice Exam	<a href="#">Microsoft MB-240 Certification Practice Exam</a>

## MB-240 Syllabus:

Topic	Details
<b>Configure field service applications (15-20%)</b>	
Configure settings	<ul style="list-style-type: none"> <li>- define and configure key required security roles</li> <li>- define and configure resource required scheduling options</li> <li>- define required entities</li> <li>- customize entities to meet requirements</li> <li>- configure territories, postal codes, and organizational units</li> <li>- determine and configure required skill types</li> <li>- configure characteristics and skills</li> <li>- configure proficiency models</li> <li>- implement resource roles and categories</li> <li>- enable schedule board geocoding</li> <li>- configure technician time tracking</li> </ul>
Configure product and service pricing	<ul style="list-style-type: none"> <li>- define required product and service types</li> <li>- configure minimum charge amounts and durations</li> <li>- determine when a product has a default list price and a work order price list</li> <li>- associate products and services with price lists</li> <li>- define tax codes</li> </ul>
Configure bookable resources	<ul style="list-style-type: none"> <li>- manage bookable resources</li> <li>- enable mapping functionality</li> <li>- configure geocoding</li> <li>- define start and end locations for resources</li> <li>- determine the types of addresses to use</li> <li>- configure pay types and rates</li> <li>- configure working hours and working hour templates</li> <li>- manage time off requests</li> <li>- describe use cases for resource pools, crews, and resource groups</li> <li>- define resource groups and resource group templates</li> <li>- set up resource pools and crews</li> <li>- configure technician location tracking</li> </ul>
Integrate other tools with Field Service	<ul style="list-style-type: none"> <li>- use Power Automate flows to automate tasks and enhance Dynamics 365 Field Service</li> <li>- describe use cases for collecting customer feedback by using Dynamics 365 Customer Voice</li> <li>- implement Dynamics 365 Remote Assist for use with Dynamics 365 Field Service</li> <li>- configure and use Remote Assist one-time call</li> </ul>

Topic	Details
	<ul style="list-style-type: none"> <li>- use Guides with work orders</li> <li>- integrate with Dynamics 365 Supply Chain Management</li> </ul>
<b>Manage work orders (15-20%)</b>	
Describe the work order lifecycle	<ul style="list-style-type: none"> <li>- configure work orders</li> <li>- configure work order lifecycle stages</li> <li>- configure booking status and work order status values</li> <li>- configure uses and capabilities for billing accounts, service accounts, and functional locations</li> <li>- understand the key work order summary metrics on the Field Service Insights Dashboard</li> </ul>
Create and manage work orders	<ul style="list-style-type: none"> <li>- create a work order from an incident or an opportunity</li> <li>- add status and sub-status information to a work order</li> <li>- organize work orders and resources by geography</li> <li>- associate a work order and a price list</li> <li>- identify processes required to close a work order</li> <li>- close a work order</li> <li>- use key field service metrics dashboard</li> <li>- configure asset hierarchy and location on a work order</li> <li>- configure and add work order resolutions</li> </ul>
Manage incidents	<ul style="list-style-type: none"> <li>- configure incident types</li> <li>- assign requirement group templates to incident types</li> <li>- add service tasks to incidents</li> <li>- add products and services to incidents</li> </ul>
Create and manage agreements	<ul style="list-style-type: none"> <li>- determine when to use agreements</li> <li>- define and configure agreement preferences and settings</li> <li>- configure automatic generation of bookings</li> <li>- create bookings</li> <li>- create invoices</li> <li>- create service-level agreements (SLAs) and entitlements for agreements</li> </ul>
Create and use inspections	<ul style="list-style-type: none"> <li>- create inspections</li> <li>- associate inspections to work orders</li> <li>- complete inspections through Field Service Mobile</li> <li>- describe use cases for analyzing results of inspections</li> </ul>
<b>Schedule and dispatch work orders (25-30%)</b>	
Manage scheduling options	<ul style="list-style-type: none"> <li>- schedule work orders using Schedule Board and Schedule Assistant</li> <li>- determine when to use each scheduling option</li> <li>- configure fulfillment preferences</li> </ul>

Topic	Details
	<ul style="list-style-type: none"> <li>- configure Quick book</li> <li>- describe use cases for predictive work duration</li> <li>- describe use cases for predictive travel time</li> <li>- describe scenarios to modify and use the enhance work hours calendar for requirements</li> <li>- describe use cases for implementing the technician locator functionality</li> <li>- describe use cases for implementing travel outside of working hours</li> <li>- describe use cases for appointment scheduling on Microsoft Outlook</li> </ul>
Implement schedule boards	<ul style="list-style-type: none"> <li>- identify features and uses for Booking Requirements view</li> <li>- implement the integrated map feature</li> <li>- manually schedule work orders</li> <li>- reassign and reschedule work orders</li> <li>- move incomplete work orders</li> <li>- generate driving instructions for field agents</li> <li>- configure schedule boards</li> <li>- customize the schedule board</li> <li>- describe use cases for travel outside of working hours</li> </ul>
Implement the Schedule Assistant	<ul style="list-style-type: none"> <li>- apply constraints to resource queries</li> <li>- filter data</li> <li>- specify a search radius</li> <li>- troubleshoot the Schedule Assistant</li> </ul>
Optimize resource scheduling	<ul style="list-style-type: none"> <li>- describe the resource optimization process</li> <li>- define objectives and constraints</li> <li>- create optimization profiles</li> <li>- describe uses for embedded optimizer within the schedule board</li> </ul>
Configure Universal Resource Scheduling	<ul style="list-style-type: none"> <li>- describe use cases for Universal Resource Scheduling</li> <li>- create Power Automate flows to populate data in requirements records</li> <li>- create requirement views</li> <li>- enable scheduling for an entity</li> <li>- restrict booking status values for an entity by using and option set</li> <li>- configure geocoding for a custom entity</li> <li>- manage work hours calendar for requirements</li> <li>- enable Outlook appointment scheduling</li> </ul>
<b>Manage field service mobility (10-15%)</b>	
Install the mobile application	<ul style="list-style-type: none"> <li>- identify pre-requisites and supported platforms</li> <li>- install and sign into the Field Service Mobile application</li> </ul>

Topic	Details
	<ul style="list-style-type: none"> <li>- work offline</li> <li>- use Dynamics 365 Field Service Mobile app and Connected Field Service</li> <li>- use Dynamics 365 Field Service Mobile app and Dynamics 365 Remote Assist</li> </ul>
Configure the mobile application	<ul style="list-style-type: none"> <li>- configure actions that field agents can perform</li> <li>- configure steps for Field Service Mobile application</li> <li>- configure Field Service Mobile application functions for technicians</li> <li>- configure the Booking and Work Order forms</li> <li>- configure offline data and sync filters</li> <li>- customize global search and enable scan to search</li> <li>- customizing Mobile Offline capabilities</li> <li>- set up and configure technician push notifications</li> <li>- use and capture technician time tracking on Dynamics 365 Field Service Mobile app</li> <li>- set up knowledge articles to work on mobile</li> <li>- configure knowledge articles for offline</li> </ul>
<b>Manage inventory and purchasing (5-10%)</b>	
Manage customer assets	<ul style="list-style-type: none"> <li>- configure uses for customer assets</li> <li>- create and register customer assets</li> <li>- configure products to enable automatic creation of customer assets</li> <li>- associate work orders with customer assets</li> <li>- create child assets</li> <li>- configure 3D asset models</li> <li>- use functional locations</li> <li>- configure asset properties</li> </ul>
Manage inventory and warehouses	<ul style="list-style-type: none"> <li>- set up inventory and warehouses</li> <li>- view product inventory</li> <li>- adjust inventory levels</li> <li>- transfer inventory between warehouses</li> <li>- determine when to integrate inventory with Enterprise Resource Planning application</li> <li>- manually update inventory by using inventory journals</li> </ul>
Manage purchasing and product returns	<ul style="list-style-type: none"> <li>- describe the purchase order process</li> <li>- create purchase orders</li> <li>- create a list of receivable products for a purchase order</li> <li>- determine product return options</li> <li>- create return merchandise authorizations (RMAs)</li> <li>- finalize returns</li> </ul>

Topic	Details
<b>Implement Connected Field Service (10-15%)</b>	
Describe use cases for Internet of Things (IoT)	<ul style="list-style-type: none"> <li>- identify use cases for IoT</li> <li>- describe IoT components</li> <li>- identify user cases for Connected Field Service on Field Service Mobile application</li> </ul>
Implement Connected Field Service with IoT Hub	<ul style="list-style-type: none"> <li>- manage IoT devices</li> <li>- manage security roles for Connected Field Service</li> </ul>

## Microsoft MB-240 Sample Questions:

### Question: 1

The company has hired a new manager to set up and configure Field Service to automatically schedule work orders to the most appropriate resource scheduling. The manager is unable to optimize requirements and bookings related to work orders.

Which three settings are required? Each correct answer presents part of the solution.

- a) Assign the Field Service-Administrator security role to the RSO user.
- b) Add the RSO dispatcher role to a dispatcher.
- c) Enable Resource Scheduling Optimization.
- d) Set Connect to Maps as Yes.
- e) Add RSO to the profile Field Service-Administrator.

**Answer: c, d, e**

### Question: 2

Your company processes a large number of work orders each day. The company wants to ensure the high priority work orders are dealt with immediately. You need to configure the schedule board so that bookings are easily visible to the dispatchers.

How can you configure Dynamics Field Services to increase booking visibility?

- a) Configure a work order type for high priority issues, to help categorize high priority work order records.
- b) Configure an Incident type for high priority incidents on work order records.
- c) Configure the status color for a booking status record, to identify high priority work order records.
- d) Configure a priority record to allow you to identify high priority work order records.

**Answer: c**

**Question: 3**

You are the administrator for Dynamics 365 Field Service. Field service technicians use the Field Service (Dynamics 365) mobile app.

Technicians should only be able to see the current day and next day's bookings, as well as the work orders related to those bookings. You need to configure the Field Service (Dynamics 365) app so it can be used by field service technicians.

Which two actions should you perform to meet the requirements?

Each correct answer presents a complete solution.

- a) Edit Field Service Mobile - Offline Profile and the Define Filter rule for Work Orders.
- b) Assign app to Field Service - Resource security role.
- c) Edit Field Service Mobile - Offline Profile and the Define Filter rule for Bookable Resource Bookings.
- d) Enable Server-side synchronization.
- e) Configure Sync Filters for Bookable Resource Bookings.

**Answer: b, c**

**Question: 4**

You are implementing Dynamics 365 for Field Service. Your customer needs to understand how they can schedule the closest possible resource to a work order.

The requirement further specifies it could be start of day from the company's site or during the middle of the day from an existing work order.

You need to provide them with the settings they need to properly configure so the closest resource is found when using the schedule assistant. What should you suggest?

- a) Update the Resources Synchronization Timeout (in sec) setting within the Schedule Board Settings.
- b) Update the Load Default Filters on the Schedule Assistant.
- c) Update the Starting Location to Organization Unit within Schedule Board Settings.
- d) Update the filter on the Scheduler core tool tips view.

**Answer: c**

**Question: 5**

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 filed 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

**Answer: a, b**

**Question: 6**

You are a 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 workorders going forward. The resource must be able to be scheduled for other accounts.

How can you achieve this goal?

- a) Create a Requirement Resource Preference record for the resource. Set the Preference Type to Restricted and Cascade to No.
- b) Create a Requirement Resource Preference record for the resource. Set the Preference Type to Restricted and Account to Adventure Works.
- c) Select Load the Default Filters on the Schedule Board.
- d) Create a Requirement Resource Preference record for the resource.

**Answer: b**

**Question: 7**

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.

**Answer: b****Question: 8**

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 subQuestions & Answers PDF P-48 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.

**Answer: a****Question: 9**

You are a Field Service resource manager for Contoso, Ltd. and are setting up characteristics for field technicians who are responsible for repairs on rental equipment.

Work performed on certain types of backhones, trenchers, and excavating equipment requires different attributes to be identified for proper work order assignment and scheduling.

Which two characteristics are valid?

Each correct answer presents a complete solution.

- a) Certification
- b) Approval Status
- c) Skill
- d) Rating Value

**Answer: a, c**



**Question: 10**

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**

## Study Guide to Crack Microsoft Field Service MB-240

### Exam:

- Getting details of the MB-240 syllabus, is the first step of a study plan. This pdf is going to be of ultimate help. Completion of the syllabus is must to pass the MB-240 exam.
- Making a schedule is vital. A structured method of preparation leads to success. A candidate must plan his schedule and follow it rigorously to attain success.
- Joining the Microsoft provided training for MB-240 exam could be of much help. If there is specific training for the exam, you can discover it from the link above.
- Read from the MB-240 sample questions to gain your idea about the actual exam questions. In this PDF useful sample questions are provided to make your exam preparation easy.
- Practicing on MB-240 practice tests is must. Continuous practice will make you an expert in all syllabus areas.

## Reliable Online Practice Test for MB-240 Certification

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