



Microsoft MB-240 Mock Exam

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Question 1

Question Type: OrderList

Your company receives a call from a customer saying that the hydraulic pump they received from your company is defective. The pump is manufactured by your company.

You need to process a return.

Which three actions should be performed in sequence? To answer, move the three appropriate actions from the list of actions to the answer area. Arrange the three actions in the correct order.

Actions	Order
Create a Return to Vendor record.	1
Create an Ownership Change record.	2
Create an RMA.	3
Add RMA products.	
Create an RMA Receipt, indicating the product(s) received.	

Answer:

Create an RMA. Add RMA products. Create an RMA Receipt, indicating the product(s) received.

Question 2

Question Type: MultipleChoice

During User Acceptance Testing, mobile technicians receive the message "Contact your administrator for access to your organization's mobile apps," when logging into the Field Service mobile app.

You need to determine which areas to update within the mobile project, so that technicians can see the appropriate information.

What is a possible way to troubleshoot the issue?

Options:

- A- Update the mobile offline profile to include the correct Field Service security roles.
- B- Ensure you have the correct security role (Field Service - Resource), and that the security role is assigned to the Field Service mobile app.

- C- Unpublish the offline profile, update the security roles, save, and republish the offline profile.
- D- Ensure you have the correct security role (Field Service - Offline Resource), and that the security role is assigned to the Field Service mobile app.

Answer:

B

Question 3

Question Type: OrderList

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.

Fields		ORDER
Warehouse		
Bin location		
Unit	➤	⬆
Product	⬅	⬇
Quantity		

Answer:

ProductUnitQuantity

Question 4

Question Type: MultipleChoice

You need to enable Internet of Things (IoT) access for both resources and dispatchers. Which two actions should you take? Each answer presents a complete solution. NOTE: Each correct selection is worth one point.

Options:

- A- Assign access to IoT entities in the Field Service - Resources role.
- B- Assign access to IoT entities in the Field Service - Inventory Purchase.
- C- Assign access to IoT entities in the Field Service - Dispatcher role.
- D- Add dispatchers to the Connected Field Service - Resources role.
- E- Add resources to the Connected Field Service - Resources role.

Answer:

A, C

Question 5

Question Type: OrderList

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 and arrange them in the correct order.

Actions	Order
Create an agreement with no incident.	
Add one agreement schedule for both monthly and quarterly visits.	
Create an agreement with the PM incident selected.	
Add two agreement schedules, one monthly and one quarterly.	
Set agreement to Active .	➤
Set Auto Generate Work Order to Yes .	➤
Set Invoice Recurrence to Monthly , recur every 3 months.	➤

⬆
⬇

Answer:

Create an agreement with the PM incident selected. Add two agreement schedules, one monthly

and one.... Set agreement to Active.Set Auto Generate Work Order to Yes.Set Invoice Recurrence to Monthly, recur every 3 month.

Question 6

Question Type: MultipleChoice

You are implementing Dynamics 365 Field Service for a generator maintenance organization.

You need the dispatcher to describe the ways to create a work order from another record associated in Field Service. In which three record tables can a work order be created? Each correct answer presents a complete solution. NOTE: Each correct selection is worth one point.

Options:

- A- Agreement
- B- Case
- C- Quote
- D- Schedule Board
- E- Opportunity
- F- Asset

Answer:

B, C, E



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