

## Implement field service solutions using Microsoft Dynamics 365 Field Service (MB-240)

**Duration: 4 Days**    **Course Code: M-MB240**    **Delivery Method: Virtual Learning**

### Overview:

Effectively configure a Dynamics 365 for Field Service implementation to maximize the tools and features available to efficiently manage a mobile work force.  
Learn how to effectively configure a Dynamics 365 for Field Service implementation to maximize the tools and features available to efficiently manage a mobile work force.

#### Virtual Learning

This interactive training can be taken from any location, your office or home and is delivered by a trainer. This training does not have any delegates in the class with the instructor, since all delegates are virtually connected. Virtual delegates do not travel to this course, Global Knowledge will send you all the information needed before the start of the course and you can test the logins.

### Target Audience:

This course is designed for IT professionals with experience or interest in delivering Field Service solutions for large-scale customers.

### Objectives:

- Students will learn to,
  - Implement Microsoft Dynamics 365 Field Service
  - Manage work orders in Dynamics 365 Field Service
  - Solve problems in real time with Dynamics 365 Remote Assist
  - Universal Resource Scheduling in Microsoft Dynamics 365 Field Service
  - Explore the fundamentals of Microsoft Dynamics 365 Field Service

### Prerequisites:

- No Prerequisites

### Testing and Certification

Microsoft Certified: Dynamics 365 Field Service Functional Consultant Associate

### Follow-on-Courses:

N/A

## Content:

### Module 1: Manage work orders in Dynamics 365 Field Service

- Work order management in Dynamics 365 Field Service
- Define agreements in Dynamics 365 Field Service
- Use service-level agreements and entitlements in Dynamics 365 Field Service
- Incident types in Dynamics 365 Field Service
- Inspections in Dynamics 365 Field Service
- Customer assets in Dynamics 365 Field Service

### Module 2: Universal Resource Scheduling in Microsoft Dynamics 365 Field Service

- Configure bookable resources in Dynamics 365 Field Service
- Manage scheduling options in Dynamics 365 for Field Service
- Customize the schedule board in Dynamics 365 Field Service
- Deploying Resource Scheduling Optimization
- Use Resource Scheduling Optimization for Dynamics 365 Field Service
- Schedule crews, facilities, and resource pooling in Dynamics 365 Field Service

### Module 3: Implement Microsoft Dynamics 365 Field Service

- Configure Microsoft Dynamics 365 Field Service
- Work order management in Dynamics 365 Field Service
- Define agreements in Dynamics 365 Field Service
- Use service-level agreements and entitlements in Dynamics 365 Field Service
- Create custom apps for Dynamics 365 Field Service
- Get started with the Dynamics 365 Field Service Mobile application
- Customize and configure the Dynamics 365 Field Service Mobile application

### Module 4: Solve problems in real time with Dynamics 365 Remote Assist

- Get started with making Remote Assist calls
- Integrate Dynamics 365 Remote Assist with Dynamics 365 Field Service

### Module 5: Explore the fundamentals of Microsoft Dynamics 365 Field Service

- Explore Dynamics 365 Field Service
- Describe Dynamics 365 Field Service scheduling capabilities and related apps

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## Further Information:

For More information, or to book your course, please call us on 0800/84.009

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