

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

Cursusduur: 4 Dagen Cursuscode: M-MB240 Trainingsmethode: Virtual Learning

Beschrijving:

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.

Doelgroep:

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

Doelstelling:

- 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

Vereiste kennis en vaardigheden:

- No Prerequisites

Examens en certificering

Microsoft Certified: Dynamics 365 Field Service Functional Consultant Associate

Vervolg cursussen:

N/A

Cursusinhoud:

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

Nadere informatie:

Neem voor nadere informatie of boekingen contact op met onze Customer Service Desk 030 - 60 89 444

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