

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

**Duración: 4 Días**    **Código del Curso: M-MB240**    **Método de Impartición: Curso Cerrado (In-Company)**

### Temario:

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.

Curso Cerrado (In-Company)

Debido a que nuestra formación es modular, nuestros responsables de formación e instructores pueden trabajar con usted y su equipo para detectar las necesidades formativas y adaptar un temario de forma rápida y rentable. Durante una formación cerrada, usted recibirá una formación de expertos en un curriculum adaptado a sus necesidades.

### Dirigido a:

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

### Objetivos:

- 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

### Prerequisitos:

- No Prerequisites

### Exámenes y certificación

Microsoft Certified: Dynamics 365 Field Service Functional Consultant Associate

### Siguientes cursos recomendados:

N/A

## Contenido:

### 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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## Más información:

Para más información o para reservar tu plaza llámanos al (34) 91 425 06 60

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