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

**Duration: 4 Days**    **Course Code: M-MB240**

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### 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.

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### Target Audience:

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

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### Objectives:

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

- No Prerequisites

### Testing and Certification

Microsoft Certified: Dynamics 365 Field Service Functional Consultant Associate

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### Follow-on-Courses:

N/A

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## 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 00 966 92000 9278

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