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

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

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.

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,
 - 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

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

Further Information:

For More information, or to book your course, please call us on Head Office 01189 123456 / Northern Office 0113 242 5931

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