

# IMPLEMENT FIELD SERVICE SOLUTIONS USING MICROSOFT DYNAMICS 365 FIELD SERVICE (MB-240)

Course Code: 100459

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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### **Elite Total Access Collection for Microsoft**

Access this course and over 50 other instructor-led training courses for only \$2,999.

## What You'll Learn

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

## Who Needs to Attend

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

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Course Code: 100459

CLASSROOM LIVE

\$2,595 USD

4 Day

## Classroom Live Outline

### **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

# IMPLEMENT FIELD SERVICE SOLUTIONS USING MICROSOFT DYNAMICS 365 FIELD SERVICE (MB-240)

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VIRTUAL CLASSROOM LIVE

\$2,595 USD

4 Day

## Virtual Classroom Live Outline

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PRIVATE GROUP TRAINING

4 Day

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