MICROSOFT DYNAMICS 365 FIELD SERVICE (MB-240T00)

Course Code: 100459

Learn how to effectively configure a Dynamics 365.

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.

LEARN MORE

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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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CLASSROOM LIVE	$2,095 USD	4 Day

Classroom Live Outline

Module 1: Manage work orders in Dynamics 365 Field ServiceWork 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 ServiceConfigure 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 ServiceConfigure 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 ServiceExplore Dynamics 365 Field Service
- Describe Dynamics 365 Field Service scheduling capabilities and related apps

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VIRTUAL CLASSROOM LIVE	$2,095 USD	4 Day

Virtual Classroom Live Outline

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PRIVATE GROUP TRAINING	4 Day

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