

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**

#### **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.



Course Code: 100459

**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



Course Code: 100459

VIRTUAL CLASSROOM LIVE

\$2,095 USD

4 Day

### Virtual 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



Course Code: 100459

PRIVATE GROUP TRAINING

4 Day

Visit us at www.globalknowledge.com or call us at 1-866-716-6688.

Date created: 12/10/2025 12:36:24 AM

Copyright © 2025 Global Knowledge Training LLC. All Rights Reserved.