

Course MB-240T00: Microsoft Dynamics 365 Field Service

COURSE DETAILS

Course Code:	MB-240T00
Delivery Type:	Instructor-led
Duration:	4 days

COURSE CONTENT

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.

COURSE OUTLINE

- Configure Microsoft Dynamics 365 Field Service
 - Configure bookable resources in Dynamics 365 Field Service
 - Schedule crews, facilities, and resource pooling in Dynamics 365 Field Service
 - Work order management, agreements, inventory, and purchasing in Dynamics 365 Field Service
 - Incident types in Dynamics 365 Field Service
 - Inspections 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
 - Get started with the Dynamics 365 Field Service Mobile application
 - Customize and configure the Dynamics 365 Field Service Mobile application
 - Integrate Dynamics 365 Remote Assist with Dynamics 365 Field Service
 - Customer assets in Dynamics 365 Field Service
 - Set up Field Service to create work orders from IoT data
 - Create custom apps for Dynamics 365 Field Service
 - Gather customer feedback with Dynamics 365 Customer Voice
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WHO SHOULD ATTEND

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