

## **MB-240T00: Microsoft Dynamics 365 Field**

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### **Course Description**

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 Duration**

4 days

### **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

### **Who Should Attend**

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