

# MDYN-43 - MOC MB-240T00 - MICROSOFT DYNAMICS 365 FIELD SERVICE

Categoria: **Dynamics 365**

## INFORMAZIONI SUL CORSO



**Durata:**  
4 Giorni



**Categoria:**  
Dynamics 365



**Qualifica Istruttore:**  
Microsoft Certified  
Trainer



**Dedicato a:**  
Consulente Dynamics



**Produttore:**  
Microsoft

## OBIETTIVI

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.

## PREREQUISITI

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

## CONTENUTI

### **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

### **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

### **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

**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

**Explore the fundamentals of Microsoft Dynamics 365 Field Service**

- Explore Dynamics 365 Field Service
- Describe Dynamics 365 Field Service scheduling capabilities and related apps

## INFO

**Esame:** MB-240 - Microsoft Dynamics 365 Field Service Functional Consultant

**Materiale didattico:** Materiale didattico ufficiale Microsoft in formato digitale

**Costo materiale didattico:** incluso nel prezzo del corso a Calendario

**Natura del corso:** Operativo (previsti lab su PC)