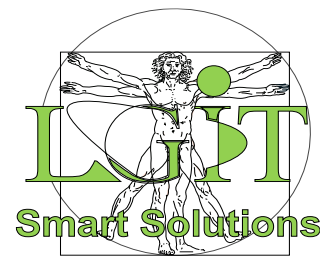


# Dynamics 365 Field Service: MB – 240T00



## Course Overview

Dynamics 365 Field Service helps organizations better position themselves in the market by providing a variety of tools that assist in identifying and scheduling resources and managing workloads for mobile workers. This course will equip students with the skills necessary to identify and configure the key components that are used to deliver Field Service and mobile solutions. Key topics include identifying the organizational considerations that will drive configuration decisions and common configuration aspects. This course helps students better understand the bigger picture and end goals focused around implementations that aid in designing more efficient solutions that align with customer and organizational goals.

## Audience Profile

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

## Skills Gained

Identify the key components involved in Field Service Implementations.  
Define the products and services that will be delivered to customers.  
Determine which pricing options to use in specific scenarios.  
Determine which resources are required.

## Prerequisites

- Install and customize Windows clients
- Configure Updates for Windows.
- Configure devices and drivers for Windows.

**Duration:** 24hrs (8 x 3hrs)

# Course Outline

## Module 1: Configure Field Service

In this introductory module, we will introduce key concepts of Dynamics 365 Field Service, including bookable resources

### Lessons

- Configure Microsoft Dynamics 365 Field Service
- Configure bookable resources
- Schedule crews, facilities, and resource pools

## Module 2: Manage work orders

In this module, we will explore work orders, incident types and inspections.

### Lessons

- Work order management, agreements, inventory and purchasing
- Manage incident types
- Inspections

## Module 3: Schedule and dispatch work orders

In this module, we will learn how to work with the schedule board to schedule and dispatch work orders

### Lessons

- Manage scheduling options
- Customize the schedule board
- Deploy Resource Scheduling Optimization (RSO)

## Module 4: Field Service Mobile App

In this module, we will learn how customize and configure the Field Service mobile app.

### Lessons

- Get started with the Field Service mobile app
- Customize and configure the mobile app
- Integrate Remote Assist

## Module 5: Manage inventory and purchasing

In this module, we will learn how to manage inventory and purchasing in work orders

### Lessons

- Configure Field Service work orders

## Module 6: Implement assets and connected devices

In this module, we will introduce Connected Field Service, customer assets and creating work orders from IoT data

### Lessons

- Customer assets
- Create work orders from IoT data

## Module 7: Microsoft Power Platform and Field Service

In this module, we will learn how to use the Microsoft Power Platform to create custom apps to enhance your Field Service solution

### Lessons

- Create custom apps