



## MB-240 Dynamics 365 for Field Service Training Service Scheduling IoT Proactive Automation – Functional Consultant Associate

### Description

## Dynamics 365 for Field Service Training MB-240

### Microsoft Dynamics 365 for Field Service



## Certified Functional Consultant Associate

### You will learn how to:

- Deliver exceptional service
- Configure field service applications
- Manage work orders
- Schedule and dispatch work orders
- Manage the Dynamics 365 for Field Service mobile app
- Manage inventory and purchasing
- Implement assets and connected devices
- Configure Microsoft Dataverse
- Create apps by using Microsoft Power Apps
- Create and manage Microsoft Power Automate

- Connect Dynamics 365 for Field Service to Power BI for Data Analytics
- Implement Microsoft Power Virtual Agents chatbots
- Integrate Microsoft Power Apps with other apps and services
- Manage solutions

## MB-240 Dynamics 365 for Field Service Training

Move your organization from reactive to proactive to predictive service using data insights and connected experiences. Connect Dynamics 365 for Field Service to Power BI for Data Analytics

Develops the skills identify and configure the feature used to deliver Field Service solutions. Learn how to identify and scheduling resources to managing workloads for mobile. Identifying the organizational considerations that will drive configuration decisions and common configuration aspects. To implementations and design efficient solutions that align with customer goals.

## Is this the Right MB-240 Microsoft Dynamics 365 for Field Service Course for You?

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

## Course Outline

### Module 1: Configure Field Service

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

#### Lessons

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

After completing this module, students will be able to:

- Configure Field Service
- Configure bookable resources
- Configure and 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

After completing this module, students will be able to:

- Handle work orders, agreements, inventory and purchasing
- Manage incident types
- Create and manage 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)

After completing this module, students will be able to:

- Schedule and dispatch work orders
- Customize the schedule board
- Deploy RSO

## Module 4: Field Service Mobile App

In this module, we will learn how to 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

After completing this module, students will be able to:

- Customize and configure the Field Service 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

After completing this module, students will be able to:

- Configure work orders
- Manage inventory using inventory management and warehouse management
- Make inventory adjustments and transfers

## 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

After completing this module, students will be able to:

- Create and associate customer assets
- Create work orders from IoT data using Connected Field Service

## 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
- Gather feedback with Customer Voice

After completing this module, students will be able to:

- Create custom apps for Dynamics 365 for Field Service
- Gather customer feedback using Customer Voice

**Related Courses:**

[MB-210 Microsoft Dynamics 365 Sales](#)

[MB-220 Microsoft Dynamics 365 Marketing](#)

[MB-230 Microsoft Dynamics 365 Customer Service](#)

[MB-240 Microsoft Dynamics 365 Field Service](#)

[MB-260 Microsoft Customer Data Platform Specialty](#)

**Related Certifications:**

[Microsoft Certified: Dynamics 365 Field Service Functional Consultant Associate](#)

[Learning Paths](#)

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**PRODUCT TYPE**

- simple

**PRODUCT VISIBILITY**

- featured

**PRODUCT CAT**

- Dynamics 365 Cloud Skills and Training
- Dynamics 365 Field Service

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