



Enterprise Computing Solutions - Education Services

TRAINING OFFERING

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MB-240T00: Microsoft Dynamics 365 Field Service

CODE:	LÄNGE:	PREIS:
MCS_MB-240T00	24 Hours (3 Tage)	€2,485.00

Description

Erfahren Sie, wie Sie eine Dynamics 365 for Field Service-Implementierung effektiv konfigurieren, um die verfügbaren Tools und Funktionen zur effizienten Verwaltung mobiler Mitarbeiter zu optimieren.

Zielgruppe

Dieser Training richtet sich an IT-Experten mit Erfahrung oder Interesse an der Bereitstellung von Field Service-Lösungen für Großkunden.

Inhalt

	Key Field Service configuration considerations
	Define Field Service products and services
	Work with work order types, territories, and status settings
	Resolutions
Configure Microsoft Dynamics 365 Field Service	Define incident and service task types
	Define account preferences
	Overview of bookable resources
	Setup and configuration
	Define bookable resources
	Work with crews, facilities, and pools
Configure bookable resources in Dynamics 365 Field Service	Configure entities for URS
	Check your knowledge
	Schedule multiple resources and facilities
	Define resources
	Work with fulfillment preferences
Schedule crews, facilities, and resource pooling in Dynamics 365 Field Service	Work with requirement groups
	Crew facility resource pool scheduling
	Overview of the Field Service work order lifecycle
	Create and define work orders
	Work with work order-related records
	Work with incidents
	Scheduling considerations
Work order management in Dynamics 365 Field Service	Work with inventory and warehouses
	Customer assets
	Define incident types
	Create incident types
	Use incident types
Incident types in Dynamics 365 Field Service	Check your knowledge
	Inspections in Dynamics 365 Field Service
	Overview of scheduling capabilities
Create inspections	Overview of the schedule board
Associate inspections	Schedule and reschedule
Perform inspections	Reschedule and move items
Manage scheduling options in Dynamics 365 for Field Service	Schedule Board options
	Design and use views with the Schedule Board
Customize the schedule board in Dynamics 365 Field Service	Configure schedule board filter queries

	Setup and deployment options
	RSO configuration options
	Define optimization goals
	Define optimization scopes
Deploying Resource Scheduling Optimization	Define optimization schedules
	Deploy the mobile application
	Work with the mobile application
	Service customer assets
	Work offline and update offline data
Get started with the Dynamics 365 Field Service Mobile application	More mobile application capabilities
	Edit the mobile application
	Offline configuration
	Barcode scanning and global search
	Audit locations
Customize and configure the Dynamics 365 Field Service Mobile application	Configure push notifications
	Application setup and user configuration
	Make Remote Assist calls for Field Service work orders
	Make Remote Assist calls
Integrate Dynamics 365 Remote Assist with Dynamics 365 Field Service	Use Field Service bookings on a HoloLens device
	Create customer assets
	Associate customer assets
	Set up customer asset hierarchies
Customer assets in Dynamics 365 Field Service	Use functional locations
	Installation and setup
	Configure Connected Field Service
	Device data
	Visualize device readings
	IoT alerts
Set up Field Service to create work orders from IoT data	Mobile app
	Create apps from Power Apps
	Deploy the customer experiences portal
	Customize Dynamics 365 Field Service
	Universal Resource Scheduling
Create custom apps for Dynamics 365 Field Service	Set up and customize schedule boards
Gather customer feedback with Dynamics 365 Customer Voice	
	Create a project by using the support template
	Customize email templates with survey variables
	Configure Power Automate to send surveys after a case is resolved
	Create surveys for omnichannel surveys and satisfaction metrics
	Set up post chat surveys

Kurstermine

Datum	Lokation	Time Zone	Sprache	Type	Durchführungsgarantie	PREIS
09 Sep 2024	Wien	CEDT	German	Instructor Led Online		€2,485.00
02 Dec 2024	Wien	CET	German	Instructor Led Online		€2,485.00
24 Mar 2025	Wien	CET	German	Instructor Led Online		€2,485.00
10 Jun 2025	Wien	CEDT	German	Instructor Led Online		€2,485.00
08 Sep 2025	Wien	CEDT	German	Instructor Led Online		€2,485.00
09 Dec 2025	Wien	CET	German	Instructor Led Online		€2,485.00

Zusätzliche Information

[Diese Schulung ist auch als Vor-Ort-Schulung verfügbar. Bitte kontaktieren Sie uns, um mehr zu erfahren.](#)