Enterprise Computing Solutions - Education Services

TRAINING OFFERING

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MB-240T00: Microsoft Dynamics 365 Field Service

CODE:	LENGTH:	PRICE:
MCS_MB-240T00	32 Hours (4 days)	£2,545.00

Description

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.

Objectives

- 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.

Audience

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

Programme

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
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
- Mange 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 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 Field Service
- Gather customer feedback using Customer Voice

Session Dates

On request. Please Contact Us

Additional Information

This training is also available as onsite training. Please contact us to find out more.