Microsoft Dynamics 365 for Field Service

• Configure field service applications
- • Configure general settings
- • Configure product and service pricing
- • Configure bookable resources

• Manage work orders

- • Describe the work order lifecycle
- • Create and manage work orders
- • Manage incidents

• Schedule and dispatch work orders
- • scheduling options
- • Implement the Schedule Board
- • Implement the Schedule Assistant
- • Configure Resource Scheduling Optimization (RSO)
- • Configure Universal Resource Scheduling

• Manage field service mobility
- • Install and configure the mobile app
- • Manage mobile projects

• Manage inventory and purchasing
- • Manage inventory
- • Manage purchasing and product returns

• Manage assets and agreements
- • Create and manage agreements
- • Manage customer assets