

MB 240 : Microsoft Dynamics 365 Field Service

M01: Configure field service applications

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

M02: Manage work orders

- Work order management, agreements, inventory, and purchasing
- Manage Incident types
- Create and perform inspections

M03: Schedule and dispatch work orders

- Manage scheduling options
- Customize the schedule board
- Deploying Resource Scheduling Optimization [Optional – not in OD]

M04: Manage the Field Service mobile app

- Get started with the Dynamics 365 Field Service Mobile application
- Customize and configure the Dynamics 365 Field Service Mobile application
- Integrate Dynamics 365 Remote Assist with Dynamics 365 Field Service

M05: Manage inventory and purchasing

- Examine the inventory management capabilities of Dynamics 365 Field Service

M06: Implement assets and connected devices

- Manage customer assets
- Set up Field Service to create work orders from IoT data

M07: Power Platform for Field Service

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