

## **MB-240: Microsoft Dynamics 365 Field Service Functional Consultant**

### **TABLE OF CONTENT**

#### **Module 1: Configure field service applications**

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

Lab 1.1: Validate lab environment

Lab 1.2: Configure Field Service

Lab 1.3: Skills and Characteristics

Lab 1.4: Resource Configurations

#### **Module 2: Manage work orders**

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

Lab 2.1: Incident types

Lab 2.2: Work order management

Lab 2.3: Agreements

Lab 2.4: Inspections

#### **Module 3: Schedule and dispatch work orders**

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

Lab 3.1: Managing Schedules

Lab 3.2: Configure Schedule board

#### **Module 4: 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

Lab 4.1: Mobile

#### **Module 5: Manage inventory and purchasing**

Examine the inventory management capabilities of Dynamics 365 Field Service

Lab 5.1: Inventory

#### **Module 6: Implement assets and connected devices**

Manage customer assets

Set up Field Service to create work orders from IoT data

Lab 6.1: Assets

### **Module 7: Power Platform for Field Service**

Create custom apps for Dynamics 365 Field Service

Gather customer feedback with Dynamics 365 Customer Voice

Lab 7.1: Power platform

Lab 7.2 : Surveys