

# 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