

Microsoft Dynamics 365 Field Service

Course Duration: 32 Hrs.

Course Code: MB-240T00

Course Overview

The MB-240T00: Microsoft Dynamics 365 Field Service course is for those who want to learn how to use Microsoft Dynamics 365 to improve their ability to manage and deliver onsite service. This course gives participants hands-on knowledge that will allow them.

Course Content

Learning Path 1: Configure field service applications

- Module 1: Configure Microsoft Dynamics 365 Field Service
- Module 2: Configure bookable resources
- Module 3: Schedule crews, facilities, and resource pooling

Learning Path 2: Manage work orders

- Module 1: Work order management
- Module 2: Manage Incident Types
- Module 3: Create and perform inspections
- Module 4: Work with Entitlements and Service Level Agreements

Learning Path 3: Schedule and dispatch work orders

- Module 1: Manage scheduling options
- Module 2: Configure schedule boards
- Module 3: Resource Scheduling Optimization

Learning Path 4: Manage the Field Service mobile app

- Module 1: Get started with the Dynamics 365 Field Service Mobile application
- Module 2: Customize and configure the Dynamics 365 Field Service Mobile app
- Module 3: Integrate Dynamics 365 Remote Assist with Dynamics 365 Field Service

Learning Path 5: Manage emails and journeys in outbound marketing

Module 1: Create emails in outbound marketing

Module 2: Create outbound customer journeys

Module 3: Manage website visits, redirect URLs, and social postings

Learning Path 6: Manage emails and journeys

Module 1: Create marketing emails in real-time marketing

Module 2: Create text messages and push notifications in real-time marketing

Module 3: Create real-time journeys

Learning Path 7: Power Platform for Field Service

- Module 1: Create custom apps for Dynamics 365 Field Service
- Module 2: Gather customer feedback with Dynamics 365 Customer Voice