

MB-240T00-A

Dynamics 365 for Field Service

32 horas

Dynamics 365

Microsoft

INTRODUÇÃO

Learn how to effectively configure a Dynamics 365 for Field Service implementation to maximize the tools and features available to efficiently manage a mobile work force.

OBJETIVO DO CURSO

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PÚBLICO-ALVO

Audience Profile

This course is designed for IT professionals with experience or interest in delivering Field Service solutions for large-scale customers.

PRÉ-REQUISITOS

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CONTEÚDO PROGRAMÁTICO

Course outline

- Module 1: Configure Microsoft Dynamics 365 Field Service
- Module 2: Configure bookable resources in Dynamics 365 Field Service
- Module 3: Schedule crews, facilities, and resource pooling in Dynamics 365 Field Service
- Module 4: Work order management, agreements, inventory, and purchasing in Dynamics 365 Field Service
- Module 5: Incident types in Dynamics 365 Field Service
- Module 6: Inspections in Dynamics 365 Field Service
- Module 7: Manage scheduling options in Dynamics 365 for Field Service
- Module 8: Customize the schedule board in Dynamics 365 Field Service
- Module 9: Deploying Resource Scheduling Optimization
- Module 10: Get started with the Dynamics 365 Field Service Mobile application
- Module 11: Customize and configure the Dynamics 365 Field Service Mobile application
- Module 12: Integrate Dynamics 365 Remote Assist with Dynamics 365 Field Service
- Module 13: Customer assets in Dynamics 365 Field Service
- Module 14: Set up Field Service to create work orders from IoT data
- Module 15: Create custom apps for Dynamics 365 Field Service
- Module 16: Gather customer feedback with Dynamics 365 Customer Voice