

MB-240T00-A (DYNAMICS 365 FOR FIELD SERVICE) 2022

Objetivo

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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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Carga Horária

32 horas (4 dias).

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

