



GTech Learn

"Our focus is your Success"



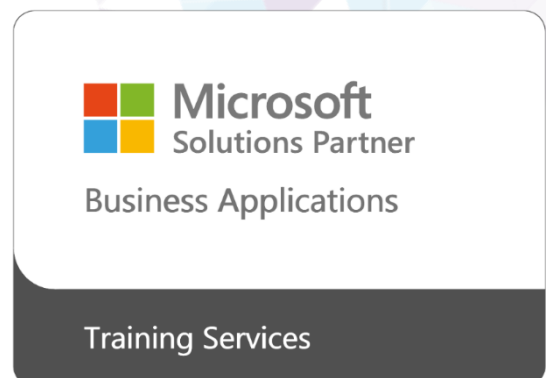
Course Contents

MB-240: Microsoft Dynamics 365 Field Service

Duration: 4 Days	Level: Intermediate	Role: Functional Consultant
Certification: Available	Public Schedules: View Dates	Private Delivery: Reach Us

What's included?

- ✓ Learn from Microsoft Certified Trainer (MCT's)
- ✓ 24x7 Lab Access
- ✓ Official Courseware
- ✓ Exam Preps / Practice Tests
- ✓ Badges & Completion Certificate
- ✓ Discounted Exam Vouchers



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Overview

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.

Audience Profile

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

Contents

Learning Path 1: Configure Field Service Application

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

Learning Path 2: Manage Work Orders

- Work order management
- Manage incident types
- Create and perform inspections

Learning Path 3: Schedule & Dispatch Work Orders

- Manage scheduling options
- Configure schedule boards
- Resource Scheduling Optimization

Learning Path 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 app
- Integrate Dynamics 365 Remote Assist with Dynamics 365 Field Service

Learning Path 5: Manage Inventory & Purchasing

- Manage inventory and warehouses
- Manage purchasing and returns

Learning Path 6: Implement Assets & Connected Devices

- Customer assets
- Connected Field Service

Learning Path 7: Power Platform for Field Service

- Create custom apps for Dynamics 365 Field Service
- Gather customer feedback with Dynamics 365 Customer Voice

About GTech Learn

Established in 2011 in the USA, GTech Learn is one of the leading IT training organizations in North America & South East Asia. Driven by its unique USPs, GTech Learn is spurring competition, meeting the unmet needs of customers, assisting in skills upgrade, and supplementing talent pools with its presence in the USA, Canada, Singapore and India. This is consistent with our vision to help our Learners with skills upgrade for enhanced career opportunities.







As a Microsoft Learning Partner, we offer a broad range of learning solutions across the full Microsoft technology stack that can be customized.

Since 2011, GTech Learn has been developing custom-fit learning solutions that involve creating and delivering maximum results.

We have successfully helped all types of businesses, government entities, and individuals. For this reason, GTech has chosen by Microsoft to deliver comprehensive learning programs around the globe.

With flexible learning options, state-of-the-art delivery methods, numerous language preferences, experienced instructors, and complete dedication to our students, GTech Learn has the capabilities to help students develop their Microsoft skill sets and achieve increasingly high standards of productivity while organizations of all sizes realize the full potential of their technology investments.

Our Accreditations with Microsoft

 Security Training Services	 Modern Work Training Services	 Business Applications Training Services
 Infrastructure Azure Training Services	 Digital & App Innovation Azure Training Services	 Data & AI Azure Training Services