

**Microsoft Dynamics 365 for Field Service (MB-240)**

**Course Number:** MOC-MB-240
**Duration:** 3 days

**Overview**

This Microsoft Dynamics 365 for Field Service training course (MB-240) teaches attendees how to configure, set up work order and delivery execution, and use Universal Resource Scheduling for Dynamics 365 for Field Service. This course prepares students for the [MB-240 exam](https://docs.microsoft.com/en-us/learn/certifications/exams/MB-240) for which every attendee receives a voucher.

**Prerequisites**

All students should have a basic understanding of Dynamics 365 features, functionality, and navigation.

**Materials**

All Microsoft Dynamics 365 training students receive Microsoft official courseware.

For all Microsoft Official Courses taught in their entirety that have a corresponding certification exam, an exam voucher is included for each participant.

**Software Needed on Each Student PC**

Attendees will not need to install any software on their computer for this class. The class will be conducted in a remote environment that Accelebrate will provide; students will only need a local computer with a web browser and a stable Internet connection. Any recent version of Microsoft Edge, Mozilla Firefox, or Google Chrome will be fine.

**Objectives**

* Identify the key components involved in Field Service Implementations
* Define the products and services that will be delivered to customers
* Determine which pricing options to use in specific scenarios
* Determine which resources are required

**Outline**

* Introduction
* Configure Field Service
	+ Configure Microsoft Dynamics 365 Field Service
	+ Configure bookable resources
	+ Schedule crews, facilities, and resource pools
* Manage work orders
	+ Work order management, agreements, inventory, and purchasing
	+ Manage incident types
	+ Inspections
* Schedule and dispatch work orders
	+ Manage scheduling options
	+ Customize the schedule board
	+ Deploy Resource Scheduling Optimization (RSO)
* Field Service Mobile App
	+ Get started with the Field Service mobile app
	+ Customize and configure the mobile app
	+ Integrate Remote Assist
* Manage inventory and purchasing
	+ Configure Field Service work orders
* Implement assets and connected devices
	+ Customer assets
	+ Create work orders from IoT data
* Microsoft Power Platform and Field Service
	+ Create custom apps
	+ Gather feedback with Customer Voice
* Conclusion