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Microsoft

MB-240: MICROSOFT DYNAMICS 365 FIELD SERVICE

Course Level:

Beginner

Course Duration:

3 Days

Course Overview:

The Microsoft Dynamics 365 Field Service certification training from CloudThat teaches candidates how to implement field service processes to configure the Field Service application, deploy the Connected Field Service (IoT) solution and the mobile app in conjunction with the core customer service application. Candidates for exam MB-240 are Dynamics 365 Field Service functional consultants responsible for managing the field service life cycle.

By taking up this Microsoft MB-240 course, candidates will receive in-depth training from our certified in-house subject matter experts to successfully pass the exam. We also provide relevant study material necessary to pass the MB-240 certification exam to help candidates become Dynamics 365 Customer Engagement Functional Consultants with Field Service expertise.

Note: Exam MB-200 is going to be replaced with a new exam, PL-200. You will be able to earn this certification by passing MB-200 or PL-200, plus MB-240, until MB-200 retires on December 31, 2020. After MB-200 retires, passing PL-200 and MB-240 will be required to earn this certification.



Prerequisites

Candidates must have knowledge of how to configure and customize components of the Field Service application, including configuring services, resources, characteristics, incidents, inventory integration, service agreements, resource scheduling, work orders, service tasks, field service user roles, field service settings, the Connected Field Service (IoT) solution, and configuration of the Field Service Mobile app.

Objectives



Configure field service applications



Manage work orders



Schedule and dispatch work orders



Manage field service mobility



Manage inventory and purchasing



Implement Connected Field Service

With Dynamics Mastery Pass, gain expertise from Microsoft Dynamics Certified Experts in the industry and enhance your career prospects by becoming a Certified Dynamics Expert with a high-paying job.

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Course Outline

Module 1: Configure Field Service

- Introduction to configuring Field Service
- Defining products and services
- Defining tax codes

Module 2: Resource Scheduling Configuration

- Mapping and location information
- Configuring resource components
- Defining account preferences


Module 3: Defining and Configuring Bookable Resources

- Defining bookable resources
- Resource pools, crews, and facilities

Module 4: Configure Incidents

- Creating an incident
- Using service tasks

Module 5: Inventory and Work Order Management

- Configure Field Service work orders
 - Creating work orders
 - Managing work orders
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Module 6: Field Service Agreements

- Using Field Service agreements
- Set up bookings
- Set up invoices


Module 7: Inventory and Purchasing

- Manage customer assets
- Manage inventory
- Purchasing and returns

Module 8: Field Service Mobile

- Mobile client overview
- Install and deploy Field Service mobile projects
- Manage mobile projects
- Deploy the mobile client

Module 9: Universal Resource Scheduling

- URS overview and configuration
 - Enabling entities for URS
 - Customize entities for URS
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Module 10: Managing Scheduling Options

- Using the schedule board
- Schedule items
- Rescheduling and substituting resources
- Crew and pool scheduling

Module 11: Customizing the Schedule Board


- Configure the board
- Create additional schedule boards
- Use views to enhance the schedule board
- Configuring schedule board queries and filters
- Working with requirement groups

Module 10: Managing Scheduling Options

- Working with resource scheduling optimization
- Defining optimization goals
- Defining optimization scopes
- Defining optimization profiles
- Single resource scheduling

Who should attend this course?

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





About CloudThat

CloudThat is the first company in India to offer Cloud Training & Consulting services for mid-market & enterprise clients from across the globe. Since our inception in 2012, we have trained over 500K IT professionals from fortune 500 companies on technologies such cloud, virtualization, Artificial Intelligence, Machine Learning, IoT, OpenStack, OpenShift, DevOps, MongoDB, Big Data and more.

Through sheer dedication and excellence in the field of cloud training, CloudThat has been recently recognized as VMware Authorized Training Reseller. In addition, CloudThat is a proud Microsoft Gold Partner, AWS Advanced Consulting Partner, Google Cloud Platform Partner, and Databricks Partner. Recently, we have won the Microsoft Asia Superstar Campaign for India-2021 for being a global leader in providing cloud training and consultancy services with exemplary track record.

Our Success Track

11+ Years
of Experience

100+
Corporates served

28+
countries catered

650K+
Professionals trained

300+
Projects delivered

500+
Cloud certifications

To know more about our VMware certification training, email at sales@cloudthat.com or call us at **+918880002200**.

