

# MDYN-43 - MOC MB-240T00 - MICROSOFT DYNAMICS 365 FIELD SERVICE

Categoria: Dynamics

## INFORMAZIONI SUL CORSO



Durata:  
3 Giorni



Categoria:  
Dynamics



Qualifica Istruttore:  
Microsoft Certified  
Trainer



Dedicato a:  
Consulente Dynamics



Produttore:  
Microsoft

## OBIETTIVI

After completing this course, you will be able to:

- 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.

## PREREQUISITI

Nessun Prerequisito

## CONTENUTI

### 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

#### **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

#### **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 12: Advanced Scheduling Options**

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

INFO

**Manuale:** Il Materiale Didattico Ufficiale per tutti i corsi Microsoft MOC può essere richiesto, se disponibile, in forma elettronica (DMOC) invece che cartacea e lo studente iscritto potrà scaricarlo dal sito Microsoft. Chi acquista un DMOC ha diritto a consultare tutte le versioni del manuale, sia quelle precedenti a quella che acquista sia quelle che usciranno successivamente, dove troverà corretti eventuali errori e/o le novità del prodotto.

**Prezzo manuale:** 170 € incluso nel prezzo del corso a Calendario

**Natura del corso:** Operativo (previsti lab su PC)