

MB-240: Microsoft Dynamics 365 Field Service

- **Formato do curso:** Presencial e Live Training
- **Preço:** 1510€
- **Nível:** Intermédio
- **Duração:** 28 horas

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.

Destinatários

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

Objectivos

- Prepare for Exam MB-240: Microsoft Dynamics 365 Field Service Functional Consultant
- Use and manage work orders using Dynamics 365 Field Service
- Connect Field Service and Azure IoT
- Introduce to Remote Assist and then integrate Remote Assist with Dynamics 365 Field Service

Programa

Implement Microsoft Dynamics 365 Field Service

- Configure Microsoft Dynamics 365 Field Service
- Work order management, agreements, inventory, and purchasing in Dynamics 365 Field Service
- Create custom apps for Dynamics 365 Field Service
- Get started with the Dynamics 365 Field Service Mobile application
- Customize and configure the Dynamics 365 Field Service Mobile application

Manage work orders in Dynamics 365 Field Service

- Work order management, agreements, inventory, and purchasing in Dynamics 365 Field Service
- Incident types in Dynamics 365 Field Service

- Inspections in Dynamics 365 Field Service
- Customer assets in Dynamics 365 Field Service

Working with Connected Field Service for Dynamics 365 and Azure IoT

- Get started with Connected Field Service for Dynamics 365 and Azure IoT
- Remotely monitor and service equipment with Connected Field Service for Dynamics 365 and Azure IoT
- Register and manage devices with Connected Field Service for Dynamics 365 and Azure IoT
- Using IoT Central with Connected Field Service for Dynamics 365
- Identify Exceptions with Connected Field Service for Dynamics 365 and Azure IoT

Solve problems in real time with Dynamics 365 Remote Assist

- Get started with making Remote Assist calls
- Integrate Dynamics 365 Remote Assist with Dynamics 365 Field Service

Ao concluir com aproveitamento esta formação, cumprindo a percentagem mínima de 70% de assiduidade e após avaliação ao curso, o formando poderá receber o seu Certificado Microsoft de conclusão e o badge digital para partilhar com a sua rede profissional online.