



## Microsoft Dynamics 365 Field Service (MB-240T00)

**ID** MB-240T00 **Price** 2,590.— €(excl. tax) **Duration** 4 days

### One day hands-on workshop and exam voucher included!\*

This course includes an additional final 1-day workshop, giving you the opportunity to apply and validate the skills you have learned. On this day you will complete a hands-on project from design to implementation. The practical exercises will also prepare you for the corresponding Microsoft exam and the exam voucher is included in the course price!

\*Valid for course dates in Germany

### Course 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.

### Who should attend

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

### This course is part of the following Certifications

Microsoft Certified: Dynamics 365 Field Service Functional Consultant Associate (MCDFSFCA)

### Course Content

- Configure Microsoft Dynamics 365 Field Service
- Configure bookable resources in Dynamics 365 Field Service
- Schedule crews, facilities, and resource pooling 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
- Manage scheduling options in Dynamics 365 for Field Service

- Customize the schedule board in Dynamics 365 Field Service
- Deploying Resource Scheduling Optimization
- Get started with the Dynamics 365 Field Service Mobile application
- Customize and configure the Dynamics 365 Field Service Mobile application
- Integrate Dynamics 365 Remote Assist with Dynamics 365 Field Service
- Customer assets in Dynamics 365 Field Service
- Set up Field Service to create work orders from IoT data
- Create custom apps for Dynamics 365 Field Service
- Gather customer feedback with Dynamics 365 Customer Voice

# About Fast Lane



Fast Lane is a global, award-winning specialist in technology and business training as well as consulting services for digital transformation. As the only global partner of the three cloud hyperscalers- Microsoft, AWS and Google- and partner of 30 other leading IT vendors, Fast Lane offers qualification solutions and professional services that can be scaled as needed. More than 4,000 experienced Fast Lane professionals train and advise customers in organizations of all sizes in 90 countries worldwide in the areas of cloud, artificial intelligence, cyber security, software development, wireless and mobility, modern workplace, as well as management and leadership skills, IT and project management.

## Fast Lane Services

- ✓ High End Technology Training
- ✓ Business & Soft Skill Training
- ✓ Consulting Services
- ✓ Managed Training Services
- ✓ Digital Learning Solutions
- ✓ Content Development
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- ✓ Talent Programs
- ✓ Event Management Services

## Training Methods

- ✓ Classroom Training
- ✓ Instructor-Led Online Training
- ✓ FLEX Classroom – Classroom & Online Hybrid
- ✓ Onsite & Customized Training
- ✓ E-Learning
- ✓ Blended & Hybrid Learning
- ✓ Mobile Learning

## Technologies & Solutions

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- ✓ Cloud
- ✓ Networking
- ✓ Cyber Security
- ✓ Wireless & Mobility
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