



<b>Kursus</b>	<b>DKK 15.999</b>
<b>3 dage</b>	ekskl. moms
Nr. 90498 A	
<b>Dato</b>	<b>Sted</b>

## Microsoft Dynamics 365 Field Service [MB-240T00]

Dette kursus giver dig det helt store overblik over Dynamics 365 Field Service og de vigtigste komponenter, så du kan designe, implementere og konfigurere effektive løsninger, levere og eksekvere ordre samt planlægge ressourcer til gavn for jeres forretning og kunder. Med Field Service får I en række værktøjer, der hjælper til hurtig og effektiv identificering, planlægning, administration af arbejdsbelastning for mobile arbejdere og levering af produkter og ydelser.

### Deltagerprofil

Dette kursus er for dig, som vil lære om modulet Field Service og dets funktionaliteter.

Kurset er rettet mod rollen Microsoft Dynamics 365 Customer Engagement functional consultant.

### Forudsætninger

Du forventes at have et grundlæggende kendskab til Dynamics 365 og dets funktionaliteter.

### Udbytte

- Identificer nøglekomponenter til implementering og planlægning
- Definering af produkter og ydelser, der skal leveres til kunder
- Bestem, hvilke ressourcer der skal bruges, og konfigurer systemet til at understøtte ressourcebehov



- Identificer de nøgleområder, der er involveret i en ordres livscyklus, og generer aftaler, der kan bruges til automatisk ordreoprettelse
- Udnyt funktionerne til lagerstyring i Dynamics 365 for Field service og lær at oprette og administrere indkøbsordrer
- Implementer og konfigurer Field service Mobile-programmet og konfigurer det, så planlægningsfunktionerne udnyttes bedst
- Udnyt planlægningsfunktioner til at finde og planlægge ressourcer
- Skræddersy applikationen, så den bedst repræsenterer organisationens behov og udarbejde løsninger, der kan bruges til at planlægge enkelte eller flere ressourcer

## Det får du på arrangementet

- Certificering/eksamen
- Erfaren underviser
- Fuld forplejning
- Gratis parkering
- Materiale på dansk
- Undervisning på dansk

## Indhold

### Module 1: Configure Field Service

- Introduction to 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: Configuring incidents

- Creating incidents
- 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

- Field Service Mobile Application 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
- Entity customization and automation considerations

#### Module 10: Managing scheduling options

- Using the Schedule Board
- Scheduling items
- Rescheduling and substituting resources
- Crew and resource pool scheduling

#### Module 11: Customizing the Schedule Board

- Configure the schedule board
- Create additional schedule boards
- Leverage Dynamics 365 views with the schedule board
- Configure 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
- Single resource scheduling

## Certificering

Dette kursus er rettet mod mod eksamen MB-240 Microsoft Dynamics 365 Field Service, som sammen med eksamen [PL-200 Microsoft Power platform Functional Consultant](#) leder hen mod certificeringen **Microsoft Certified 365 for Field Service functional Consultant Associate**. Eksamen bestilles og betales særskilt.

Microsoft skriver dette om eksamen MB-240:

- This exam measures your ability to accomplish the following technical tasks: configure field service applications; manage work orders; schedule and dispatch work orders; manage field service mobility; manage inventory and purchasing; and manage assets and agreements.
- Candidates for this exam are Microsoft Dynamics 365 Customer Engagement functional consultants with Field Service expertise. Candidates are responsible for implementing solutions that manage resources that complete the field service lifecycle.
- Candidates implement the field service processes designed in collaboration with internal and external teams. This collaboration includes configuring the default administration areas of the Field Service application, deploying the Connected Field Service (IoT) solution and the mobile application, and implementing any additional needed customizations. Candidates are responsible for the configuration and deployment of the Field Service application in conjunction with the core customer service application.
- 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



[Læs mere om IT-certificering her.](#)

## UNDERVISER

Undervisningen varetages af en erfaren underviser fra Teknologisk Instituts netværk bestående af branchens dygtigste undervisere.

## Har du faglige spørgsmål så kontakt



Charlotte Heimann  
+45 72203147  
[chhn@teknologisk.dk](mailto:chhn@teknologisk.dk)