



MICROSOFT TRAINING

MB-240: Microsoft Dynamics 365 Field Service Functional Consultant

Master Microsoft Dynamics 365 Field Service to optimize operations and earn your MB-240 certification. Configure and deploy solutions effectively.

DURATION

32 Hours

LEVEL

Intermediate

FORMAT

Instructor-Led

- Globally Recognized Certification

- Expert-Led Hands-On Training

- Flexible Scheduling

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COURSE OVERVIEW

The MB-240: Microsoft Dynamics 365 Field Service Functional Consultant course is meticulously designed for professionals aiming to master the implementation and configuration of Microsoft Dynamics 365 Field Service. This comprehensive training equips you with the expertise to optimize an organization's field service operations, from managing work orders and scheduling resources to handling inventory, customer assets, and service agreements. You'll delve into the core technologies that drive efficient field service, including mobile solutions for technicians, integration capabilities, and advanced scheduling algorithms, ensuring you can deliver seamless and proactive customer service experiences.

Upon completion, you will be proficient in configuring Dynamics 365 Field Service to meet specific business requirements, improving first-time fix rates, enhancing customer satisfaction, and boosting operational efficiency. The course provides hands-on knowledge to design and implement solutions that transform traditional service models into intelligent, data-driven operations. This certification not only validates your ability to deploy and manage a critical business application but also positions you as a valuable asset capable of driving digital transformation in service-oriented industries, unlocking significant career growth opportunities and allowing you to contribute directly to an organization's success by streamlining complex service delivery processes.

Duration	32 Hours
Level	Intermediate
Vendor	Microsoft
Exam Code	MB-240

COURSE CURRICULUM

01 Module 1: Core Field Service Configuration

- Introduction to Dynamics 365 Field Service capabilities
- Configuring organizational settings, territories, and business units
- Setting up work order types, incident types, and service task types
- Managing product catalog, price lists, and inventory locations
- Understanding and configuring customer assets and their lifecycle

02 Module 2: Resource Management and Scheduling

- Creating and managing bookable resources (users, equipment, crews)
- Defining resource characteristics, categories, and territories
- Configuring resource scheduling options and work hours
- Utilizing the schedule board for dispatch and resource allocation
- Implementing and optimizing resource scheduling assistant
- Introduction to Resource Scheduling Optimization (RSO) concepts

03 Module 3: Work Order and Service Agreement Management

- Creating and managing work orders from various sources (cases, agreements)
- Understanding the work order lifecycle and statuses
- Configuring service agreements, booking setups, and invoice setups
- Managing entitlements and service level agreements (SLAs) for field service
- Handling returns merchandise authorizations (RMAs) and return to vendor (RTV) processes

Module 4: Mobile Field Service Implementation

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- Configuring the Field Service Mobile application
 - Customizing mobile forms, views, and dashboards for technicians
 - Setting up offline synchronization and data management for mobile users
 - Managing mobile user security roles and profiles
 - Leveraging geo-fencing and location services for field operations

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- Module 5: Advanced Field Service Features and Integrations**
- Introduction to Connected Field Service (IoT integration)
 - Configuring device registration and alerts within Field Service
 - Implementing predictive maintenance and proactive service scenarios
 - Integrating Field Service with other Dynamics 365 applications (e.g., Customer Service)
 - Understanding data migration strategies for Field Service implementations
 - Reporting and analytics capabilities within Field Service

CAREER PATHWAYS

Graduates of this program are prepared for the following roles:

- > **Dynamics 365 Field Service Functional Consultant**
- > **Field Service Implementation Specialist**
- > **Dynamics 365 Support Engineer (Field Service focus)**

FREQUENTLY ASKED QUESTIONS

Q: What specific operational efficiencies can I help organizations achieve after earning the MB-240 certification?

Upon completing the MB-240 certification, you will be equipped to help organizations significantly improve their first-time fix rates by optimizing technician dispatch and providing comprehensive mobile tools. You'll streamline work order management, reduce travel time through intelligent scheduling, improve inventory accuracy, and enhance customer satisfaction by enabling proactive service and better communication with field teams. This translates to reduced operational costs, increased service revenue, and a more effective field service workforce.

Q: Is previous experience with field service operations or Dynamics 365 required to succeed in the MB-240 course?

While not strictly mandatory, having a foundational understanding of general CRM concepts, basic navigation within any Dynamics 365 application, or practical experience in a service management or logistics environment would be highly beneficial. The course is designed for functional consultants who want to specialize in Field Service, so some familiarity with business processes related to managing mobile workforces or customer service can accelerate your learning and comprehension of the specific configurations and best practices covered.

Q: How does the MB-240 certification directly support an organization's digital transformation initiatives in the service industry?

The MB-240 certification positions you as a key player in digital transformation by enabling you to implement modern, integrated field service solutions. You will learn to leverage cloud-based platforms, mobile technology, and potentially IoT to replace outdated manual processes with automated, data-driven workflows. This capability allows organizations to move towards predictive maintenance, enhance real-time decision-making, improve customer engagement through

seamless service delivery, and gain competitive advantage by truly digitizing their entire service value chain.

ABOUT COMPUTER PRIDE



East Africa's Premier IT Training Center

With over 15 years of excellence, Computer Pride delivers globally recognized certification programs from leading technology vendors. Located on Kenyatta Avenue in Nairobi's CBD, our state-of-the-art facilities and expert instructors have empowered thousands of professionals across East Africa.

15+

Years of Excellence

10,000+

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READY TO ENROL?

Take the next step in your technology career.

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