

PROFESSIONAL COURSE OUTLINE

Microsoft

MB-240

Dynamics 365 Field Service Functional Consultant Associate

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.

Microsoft Dynamics 365 & Power Platform Solutions

Intermediate

Dynamics 365

PROGRAM CODE

MB-240

DELIVERY

Virtual, On-site, or Hybrid

DURATION

4 days

CERTIFICATION

**Microsoft Certified:
Dynamics 365 Field Service
Functional Consultant
Associate**

AUDIENCE PROFILE

Who This Program Is For

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

PROGRAM SUMMARY

What This Course Covers

Warning This certification, related exam, and renewal assessments will retire on June 30, 2026.

TAILORED DELIVERY

Adapt the program around your team.

This outline can be adapted for virtual, on-site, or hybrid delivery, with emphasis adjusted for your team's platform priorities, role mix, and implementation goals.

Enterprise-ready delivery format

VNode ITeS can align labs, examples, delivery pace, and assessment checkpoints to the required audience profile while preserving the official program sequence where applicable.

COMPLETE MODULE SEQUENCE

Module Flow and Topic Coverage

The structure below presents the current delivery flow for this program, including the associated topics covered under each module.



Plan the next session

We can tune this outline around your delivery goals and team mix.

TALK TO US

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MODULE 1

Implement Microsoft Dynamics 365 Field Service

Field service companies often realize they need help as they discover that workflow inefficiencies are preventing growth and limiting revenue. Taking the right steps to configure Dynamics 365 Field Service will save you time during your implementation.

- Configure Microsoft Dynamics 365 Field Service
- Work order management in Dynamics 365 Field Service
- Define agreements in Dynamics 365 Field Service
- Use service-level agreements and entitlements 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

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MODULE 2

Universal Resource Scheduling in Microsoft Dynamics 365 Field Service

Schedule anything to the right resource for any job or task with ease. Universal Resource Scheduling (URS) is a Dynamics 365 solution that allows organizations from different industries with different scenarios.

- Configure bookable resources 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
- Use Resource Scheduling Optimization for Dynamics 365 Field Service
- Schedule crews, facilities, and resource pooling in Dynamics 365 Field Service

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MODULE 3

Manage work orders in Dynamics 365 Field Service

Do you use work orders to manage engagements with your customers? This learning path discusses how to use and manage work orders using Dynamics 365 Field Service.

- Work order management in Dynamics 365 Field Service
- Define agreements in Dynamics 365 Field Service
- Use service-level agreements and entitlements 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

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MODULE 4

Solve problems in real time with Dynamics 365 Remote Assist

Empower technicians to collaborate more efficiently by working together from different locations with Dynamics 365 Remote Assist on HoloLens, HoloLens 2, Android, or iOS devices. This Learning Path starts with an introduction to Remote Assist and then moves into integrating Remote Assist with Dynamics 365 Field Service.

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

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