

MICROSOFT OFFICIAL CURRICULUM

Microsoft

Dynamics 365 Field Service Functional Consultant Associate

MB-240

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

Microsoft Dynamics 365 & Power Platform Solutions

Intermediate

Dynamics 365

RETIREMENT NOTICE

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

DURATION

4 days

LEVEL

Intermediate

FORMAT

Virtual, On-site, or Hybrid

CERTIFICATION

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

AUDIENCE PROFILE

Built for these roles

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

OVERVIEW

Executive overview

PROGRAM OUTCOMES

Capabilities your teams will gain

- Configure field service applications
- Manage work orders and customer assets
- Schedule and dispatch work orders
- Manage the Field Service mobile app

TRAINING PROVIDER

VNode ITeS

MICROSOFT CERTIFIED TRAINER

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Haryana — India

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ENTERPRISE CUSTOMIZATION

Enterprise customization

Tailor this program to your organization's priorities: Builds current Microsoft credential readiness for Dynamics 365 Field Service Functional Consultant Associate using the official Microsoft Learn skill outline.

Customization options

- Align labs to your Microsoft tenant and workload scenarios
- Add readiness checks and exam preparation reviews
- Extend delivery with role-specific implementation workshops

CURRICULUM

Curriculum roadmap

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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

PRIVATE DELIVERY

Plan a private cohort for your team





Scope delivery format, role mix, and rollout timeline with our solutions team.

Plan Private Delivery

Book advisory call

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