

Dynamics 365 Field Service Functional Consultant

Microsoft Dynamics 365 Field Service Functional Consultants configure the Field Service application, implement solutions that manage the field service lifecycle, and deploy the Connected Field Service (IoT) solution.

aka.ms/D365FieldServiceLearning



Classroom

[Dynamics 365: Power Platform applications](#)
MB-200T01

[Dynamics 365: Power Platform automation](#)
MB-200T02

[Dynamics 365: Power Platform integrations](#)
MB-200T03

[Dynamics 365: Power Platform test and deploy](#)
MB-200T04



MB-200:
Microsoft Power Platform + Dynamics 365 Core

Digital skilling: free interactive training content on Microsoft Learn

Create a canvas app in PowerApps
2H 11M – 3 Modules

1. Get started with PowerApps
2. Customize a canvas app in PowerApps
3. Manage apps in PowerApps

Get started with Dynamics 365 Portals
2H 32M – 3 Modules

1. Introduction to Dynamics 365 portals
2. Configure Dynamics 365 portals
3. Provision and administer Dynamics 365 portals

Work with portals in Dynamics 365
3H 46M – 4 Modules

1. Work with Dynamics 365 portal components
2. Manage users and authentication in Dynamics 365 portals
3. Create content in Dynamics 365 portals
4. Secure Dynamics 365 portals content

Implementing Dynamics 365 Customer Engagement Online
5H 5M – 4 Modules

1. Design Microsoft Power Platform Dynamics 365 Deployments
2. Administer Microsoft Power Platform subscriptions
3. Manage Dynamics 365 clients
4. Microsoft Power Platform Mobile management

Automate a business process using Microsoft Flow
3H 11M – 3 Modules

1. Get started with Microsoft Flow
2. Build more complex flows with Microsoft Flow
3. Use the Admin center to manage environments and data policies in Microsoft Flow

Implementing Microsoft Dynamics 365 for Field Service
4H 14M – 4 Modules

1. Configure Microsoft Dynamics 365 for Field Service
2. Work order management, agreements, inventory, and purchasing in Microsoft Dynamics 365 for Field Service
3. Get started with Microsoft Dynamics 365 for Field Service Mobile
4. Deliver a customized mobile experience in Microsoft Dynamics 365 for Field Service

Additional supporting modules

- 6H 27M – 7 Modules
1. Introduction to integration with Dynamics 365 Customer Engagement apps - **58M**
 2. Integrate Office and Dynamics 365 Customer Engagement apps - **1H 15M**
 3. Configure forms, charts, and dashboards in model driven apps for Dynamics 365 Customer Engagement apps - **1H 7M**
 4. Get started with workflows in Dynamics 365 for Customer Engagement - **52M**
 5. Create business process flows with Dynamics 365 Customer Engagement apps - **42M**
 6. Manage your Dynamics 365 Customer Engagement apps data - **1H**
 7. Document and test your PowerApps application - **33M**

Create a model-driven application in PowerApps
1H 40M – 2 Modules

1. Get started with model-driven apps in PowerApps
2. Get started with Common Data Service

Create and use analytics reports with Power BI
6H 22M – 6 Modules

1. Get started building with Power BI
2. Get data with Power BI Desktop
3. Model data in Power BI
4. Use Visuals in Power BI
5. Explore data in Power BI
6. Publish and share in Power BI

Universal Resource Scheduling in Microsoft Dynamics 365 for Field Service
5H 9M – 5 Modules

1. Configure bookable resources in Microsoft Dynamics 365 for Field Service
2. Manage scheduling options in Dynamics 365 for Field Service
3. Customize the schedule board in Microsoft Dynamics 365 for Field Service
4. Resource scheduling optimization in Microsoft Dynamics 365 for Field Service
5. Schedule crews, facilities, and resource pooling in Microsoft Dynamics 365 for Field Service

Classroom

[Configuring Dynamics 365 for Field Service](#)
MB-240T01

[Work order and delivery execution for Dynamics 365 for Field Service](#)
MB-240T02

[Universal Resource Scheduling for Dynamics 365 for Field Service](#)
MB-240T03



MB-240:
Microsoft Dynamics 365 Field Service

Pass certification exams MB-200 and MB-240 to become a:

Microsoft Certified:
Dynamics 365 Field Service Functional Consultant Associate

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