

The journey to Microsoft Certified: Dynamics 365 Field Service Functional Consultant Associate

Get started at
aka.ms/Dynamics365Certs_FieldServiceConsultant



Start here

Decide if this is the right certification for you

Get trainedBuild confidenceGet recognizedContinue to grow

This certification is a good fit if:

- You're a Dynamics 365 functional consultant or a customer service professional.

OR

- You're responsible for performing discovery, capturing requirements, and engaging subject matter experts and stakeholders.

We highly recommend you take PL-200 before taking this exam, but it is not required.

Skills outline guides

- > [MB-240](#)

Self-paced training

- > [Microsoft Learn](#)

Instructor-led training

- > [Course MB-240T00 Microsoft Dynamics 365 Field Service](#)

Virtual events

- > [Microsoft Virtual Training Days – Enable Always on Services](#)

Additional resources

[Documentation](#)
[Learning catalog](#)

Build confidence

Exam preparation

- > [Exam Readiness Zone](#)

Take a practice exam

- > [Microsoft Official Practice Test MB-240](#)

Skills measured:

- Configure Field Service applications
- Manage work orders
- Schedule and dispatch work orders
- Manage the Field Service (Dynamics 365) mobile app
- Manage inventory and purchasing
- Implement assets and connected devices

Get recognized

- > Pass [Exam MB-240](#) to earn this certification.



Microsoft Certified:
Dynamics 365 Field Service Functional Consultant Associate

Microsoft Dynamics 365 Field Service Functional Consultants implement solutions that manage and optimize resources that complete the field service lifecycle.

Products featured

- IoT Intelligence (add-in)
- Dynamics 365 Field Service
- Dynamics 365 Remote Assist

Continue to grow

Explore these certifications next

Other tracks (Associate)

- [Dynamics 365 Customer Service Functional Consultant](#)

Not right for you? [Browse all Microsoft Dynamics 365 certifications](#)