

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

Get started at  
[aka.ms/Dynamics365Certs\\_FieldServiceConsultant](https://aka.ms/Dynamics365Certs_FieldServiceConsultant)



## Start here

Decide if this is the right certification for you

## Get trained

## Build confidence

## Get recognized

## Continue 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](#)

### 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

- > 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.

### Explore these certifications next

#### Other tracks (Associate)

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

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

### Products featured

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

- Resource Scheduling Optimization (add-in)
- Field Service (Dynamics 365) mobile app
- Dynamics 365 Guides
- Dynamics 365 Customer Voice