Dynamics 365 Field Service: 6 wk Implementation

- Initial training in the standard solution

  - To know what is included, what is time consuming to develop and what is not - to create the most efficient solution together during the project

- Workshops for requirements gathering

  - WS 1: Detailing the Field Service Process

  - WS 2: Customers, Locations and Customer Assets

  - WS 3: Work Orders and Service Agreements

  - WS 4: Resource Management

  - WS 5: KPIs and follow-up

- Implementation of captured requirements and setup of environments and ALM management.

- The natural next step is to get started with AI-powered tools like a chatbot, IoT devices and/or a portal.

1. Initial training
For the project team, about half a day.

2. Workshop package - for 5 workshops
For each business unit sales/contact center, two consultants from CRMK.

3. Configuration and customization
For CRMK to customize and parameterize the system based on your processes and needs.
Price will vary depending on your needs. The typical level of effort for this step is around 100-130 hours of work.