Accelerate - Value Realization from Copilot for Field Service with Dynamics 365

Adoption Services

Duration: 5 Days [Remote | Onsite]

Difficulty Level: 200 - Intermediate

Description

In this engagement, you will work with Microsoft experts to quantify business value and benefits, receive support to overcome internal barriers, and boost end-user adoption of Copilot for Field Service scenarios tailored to your business.

Objectives

- Envision Copilot for Field Service scenarios and extensions to deliver increased value to your sellers.
- Quantify expected and actual business value and benefits.
- Boost adoption through support with change management and compliance.
- Influence and keep informed of the roadmap for Copilot for Field Service with Dynamics 365.

Outcomes

- Define Copilot for Field Service use cases, which include identifying extension scenarios.
- Quantify expected and actual business value according to agreed success measures.
- Support internal control functions supported to approve Copilot for Field Service adoption where necessary.
- Define an approach to drive user adoption.
- Understand the product roadmap and next steps.

Methodology

Learn by example

Work closely with a Microsoft engineer to learn change management concepts and best practices.

Hands-on

Participate in group discussions with a Microsoft specialist.

Scope

Customers who completed an initial Copilot for Field Service with Dynamics 365 activation (in either a sandbox or in production) and want help with accelerating adoption and maximizing business value.

Agenda

The agenda and timeline will be tailored according to your current situation and needs. For example:

- Week 1: Envision
- Weeks 2-5: Adopt
- Week 6: Assess

Microsoft

Delivery outline

Adoption	
Scoping	
Scope with customer and executive team	• Scope the engagement, review the prerequisites, and define roles and responsibilities.
Week 1	
Envisioning session	• Review of the overall planning. • Attend a listening session with your feedback and a questionnaire for you to review and complete. • Create a Field Service Copilot Adoption project team, which includes early adopters and champions, and establish a preferred communication channel. • Establish a preferred communication channel with the Copilot for Field Service Adoption project team.
Week 2	
Data Analysis/Discussion	• Review the questionnaire and have an interactive discussion with a Microsoft architect to remove blockers and drive adoption. • Prepare your organization and staff with the knowledge to implement adoption practices based on the Copilot for Field Service capabilities that are useful for the business
Week 3	
Assess	• Prepare your organization and staff for a series of planned 30-minute office hours to ask questions and provide feedback. • Track Copilot usage for Field Service.

If you are interested in this engagement for your organization, contact your Microsoft Account Representative.