

# Activate – Dynamics 365 Field Service

## Proof of Concept

**Duration:** 1 Day

**Difficulty Level:** 100 - Basic

## Description

The Dynamics 365 Field Service business application helps organizations deliver onsite service to customer locations. The application combines workflow automation, scheduling algorithms, and mobility to set up mobile workers for success when they're onsite with customers fixing issues. This delivery has several modules that you can focus on, choose from one of the following:

1. Activate – Dynamics 365 Customer Engagement: Introduction to Field Service

## Objectives

- Understand the core features of Field Service and Field Service Mobile apps
- Gain an understanding of Field Service architecture

## Outcomes

- Set up Field Service in your environment
- Enable your field to deliver onsite services

## Methodology

### Learn by example

Work closely with a Microsoft Cloud Solution Architect to learn key capabilities of Dynamics 365 Field Service

## Scope

1. This offering is scoped to Dynamics 365 Field apps in a single environment.
2. Delivery will be scoped to one of the following modules (See below for more details).

## Delivery Outline

### Activate – Dynamics 365 Customer Engagement: Introduction to Field Service

<b>Description</b>	This is a one-day instructor-led service that focuses on understanding the capabilities of Dynamics 365 Field Service and enabling the capabilities in the customer's environment.
<b>Duration and Level</b>	<ul style="list-style-type: none"><li>• 1 Day</li><li>• Level 100</li></ul>
<b>Detailed Agenda</b>	<p>Morning:</p> <ul style="list-style-type: none"><li>• Overview of Field Service</li><li>• Explore Dynamics 365 Field Service</li><li>• Describe the scheduling process</li><li>• Working with Dynamics 365 Field Service tables</li></ul> <p>Afternoon:</p> <ul style="list-style-type: none"><li>• Additional features and functionality</li><li>• Reports, Charts and Dashboards</li><li>• Activate Dynamics 365 Field Service in your environment</li></ul>
<b>Participants</b>	Dynamics 365 Field Service App users, IT staff, developers, and system administrators
<b>Skill Requirements</b>	<ul style="list-style-type: none"><li>• Understanding of field service concepts</li></ul>
<b>Delivery Requirements</b>	<ul style="list-style-type: none"><li>▪ Computer with Windows 10 or later, audio equipment, internet access. Modern browser and at least 1 Mbps bandwidth per participant</li><li>▪ Internet access with at least 1 Mbps bandwidth per attendee</li><li>▪ Microsoft Teams for remote deliveries</li></ul>

**For more information:** Please contact your Microsoft Representative for more details.