

AKITA

Intelligent Solutions

Microsoft Dynamics 365 Field Service Implementation

Deliver more efficient services at scale with Dynamics 365. Support field agents and streamline customer engagement for a more effective overall service.

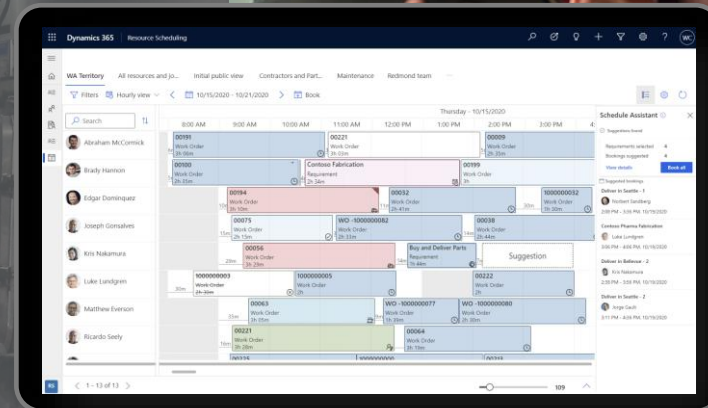
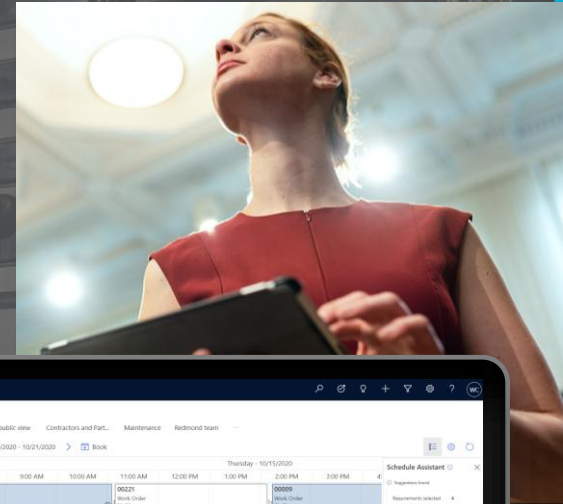
With our QuickStart deployment, Akita Intelligent Solutions will have you up and running with Dynamics 365 Field Service in seven days, ready for training and smarter field operations.

Features of Dynamics 365 Field Service

- Deliver predictable service that keeps customers happy.
- Set schedules that help align service delivery to customers and locations.
- Maximise your resources by scheduling based on proximity and skills for the task
- Provide field agents with all the records and information needed to fix issues faster.
- Put customer service first, with automated alerts and notifications to keep them informed.

Contact Us For More Features & Information

- *Licensing can be provided by Akita at an additional cost and subject to requirements. Dynamics 365 customisation outside of the QuickStart package can be undertaken subject to scoping and additional development costs.*



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About Akita Intelligent Solutions

As a Microsoft Gold Partner, we deliver bespoke solutions using technologies including **Microsoft Dynamics, SharePoint, Teams** and **Power Platforms** (Power BI, Power Apps, Power Apps Portals and Power Automate).

Sample Deliverables – Microsoft Dynamics 365 Field Service

Day 1: Core Deployment and Configuration

- Environment Creation
- Locale Settings
- Field Service Deployment
- Core Field Service Settings
- Corporate Branding
- Currency
- Tax Code
- Organisational Unit

Day 2: Setup Users

- Create Users
- Setup Security Assignments
- Create Work Hour Template
- Create Resources
- Create Skills
- Create Proficiency Model
- Assign Skills to Resources
- Create Resource Pay Types

Day 3: Customer Management Data Import & Reactive Case Management Config

- Import of Accounts
- Import of Contacts
- Reactive Case Management
- Creation of Payment Terms
- Creation of Business Process Flow

Day 4: Work Order Management

- Creation of Work Order Types
- Creation of Incident Types
- Creation of Schedule Board Layouts

Day 5: Products & Prices

- Creation of Price List
- Creation of Stock & Non-Stock Products
- Creation of Service Products
- Creation of Price List Items & Prices

Day 6: Deployment & Training Day 1

- Back Office Administration & Scheduling

Day 7: Training Day 2

- Field Team and Mobile App

Our Approach

Simplify – Understand processes and remove unnecessary steps



Automate – Replace repetitive tasks and remove the need for interaction



Optimise – Use the right technology to achieve more with the same resources



Unify – Bring data out of silo to provide a complete picture of performance and enhance BI



Business Applications