

MICROSOFT[®] DYNAMICS - NAV - SERVICE MANAGEMENT

Introduction

This 2.5 day Microsoft Business Solutions–Navision Service Management course is an instructor-led training course. It provides you with in-depth knowledge of the granules that make up the Service Management application area.

Audience

The course is intended for the employees at Microsoft Business Solutions Partners who want to demonstrate and set up Service Management, and for those who want to be able to provide support for Service Management.

At Course Completion

After completing this course, students should understand:

- The Service Management Application
- Service Management Setup
- Service Items
- Service Orders
- Working on Service Orders
- Service Price Management
- Planning Management
- Service Contracts
- Working on Service Contracts
- Exercises for Working on Service Contracts
- Service Contracts – Advanced
- Job Scheduler

Prerequisites

Participants of this course need to have a basic knowledge of:

Microsoft Navision (equivalent to the contents of the Microsoft Business Solutions – Navision Essentials course)