**Field Service and Asset Tracking System**

# System Overview

# Objectives

# Scope

Reference:

<https://docs.microsoft.com/en-us/dynamics365/field-service/field-service-architecture>

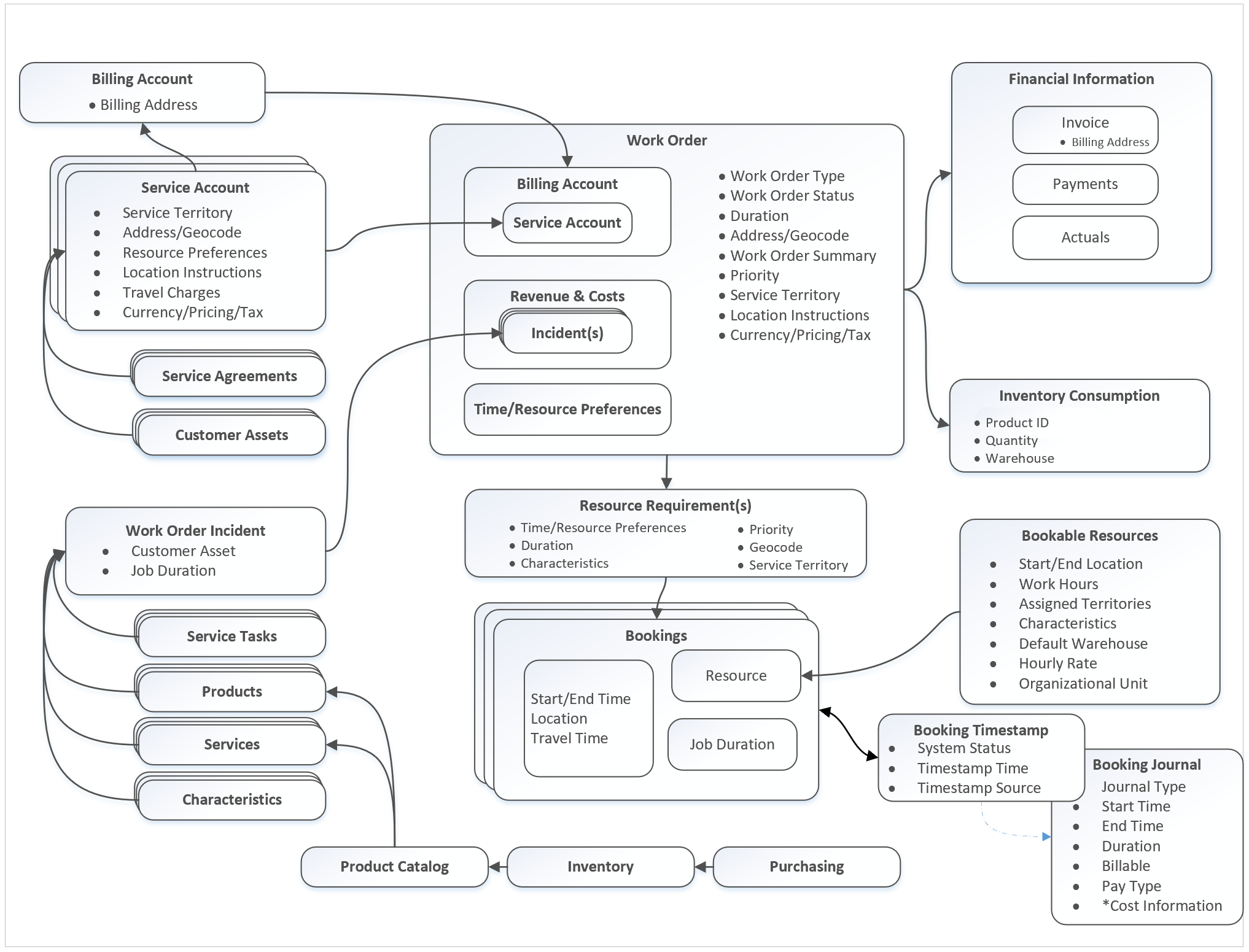
The most important process in Field Service is the work order process where work orders are:

Created

Scheduled to resources

Performed by field technicians

Completed and reviewed



Work order lifecycle

Work order creation: A work order is created, usually from a case or opportunity

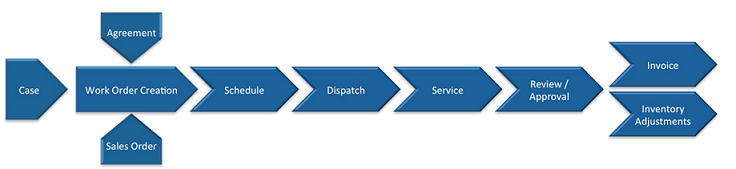
Schedule: The work order is then scheduled.

Dispatch: The work order is dispatched.

Service: The work order is performed and details are updated.

Review/Approval: The work order is reviewed and approved by a supervisor.

Invoice and inventory adjustment: Inventory adjustments are made and an invoice is generated for the corresponding account.



Work Order System Statuses are noted on the work order entity, marking the current point of a work order in its life cycle. They are part of the product by default and should not be edited. Work order system statuses are:

Open - Unscheduled

Open - Scheduled

Open - In Progress

Open - Completed

Closed - Posted

Closed – Canceled

