

Dynamics 365 Field Service documentation

Discover how to make the most of Dynamics 365 Field Service with training, docs, and videos covering product capabilities and how-to articles. Learn how to use features in Field Service and the Field Service mobile app to deliver world-class onsite service to customer locations.



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Related products

Dynamics 365 Guides

Dynamics 365 Remote Assist

Dynamics 365 Customer Service

Let Field Service customers attach mixed reality guides to Field Service tasks so frontline workers can view the guides i...

Allow frontline workers to see their Field Service bookings on HoloLens and quickly call remote collaborators.

Help your business deliver the best customer service experience possible to your customers.

Microsoft Dataverse

Securely store and manage data that's been used by business applications.

Microsoft Power Platform

Lets your business deploy Field Service.

Microsoft Power Apps

Build low-code apps that modernize processes and solve tough business challenges in your organization.

Overview of Dynamics 365 Field Service

Article • 12/18/2024

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. With Copilot in Field Service, users can access the latest AI models in various areas of the application. These AI-based features are rapidly evolving and help users be more productive.

<https://www.microsoft.com/en-us/videoplayer/embed/RW1kIXq?postJs||Msg=true>

The Field Service application enables you to:

- Improve first-time fix rate
- Complete more service calls per technician per week
- Manage follow-up work and take advantage of upsell and cross sell opportunities
- Reduce travel time, mileage, and vehicle wear and tear
- Organize and track resolution of customer issues
- Communicate an accurate arrival time to customers
- Provide accurate account and equipment history to the field technician
- Keep customers updated with the status of their service call and the resolution
- Schedule onsite visits when it's convenient for the customer
- Avoid equipment downtime through preventative maintenance

Examples of organizations that use the application to manage their field service scenarios:

- **Manufacturing** - A medical device manufacturer sells machines to hospitals and clinics, and uses the application to manage maintenance services over the lifetime of the machines.
- **Utilities** - A fiber optic cable utility company uses the application to respond to outages by dispatching technicians to problem areas.
- **Health care** - An in-home health care service provider uses the application to schedule and dispatch healthcare workers to administer medicine and other care to multiple patients.
- **Equipment maintenance** - A facilities manager uses the application to deliver maintenance and repair services for heating and cooling equipment.

Key capabilities

Field service capabilities include:

- **Work orders** to define the service work needed primarily (but not exclusively) at customer locations.
- **Scheduling and dispatch tools** to manage resources and equipment needed for customer service, visualize onsite appointments, and optimize service schedules with efficient routing and resource skill matching.
- **Communication tools** to enhance collaboration between customer service agents, dispatchers, field technicians, customers, and other stakeholders.
- **An easy-to-use mobile application** that guides technicians through schedule changes and service work.
- **Copilot in Field Service** features are integrated in the application. Copilot generates summaries of work orders in a customizable format and answers natural language questions about your data in a side pane of the web app.
- **Asset management** capabilities to keep track of customer equipment and service history.
- **Preventive maintenance** by automatically generating recurring maintenance appointments for equipment.
- **Inventory, purchasing, and returns capabilities** to manage truck stock, purchase order requests and fulfillment, and product returns.
- **Billing capabilities** to generate invoices based on products and services delivered to customers.
- **Time tracking** to help you track how resources are spending their time, whether they're traveling, on break, or working.
- **Analytics for reporting** on key performance indicators for managing work orders, scheduling activities, and interacting with customers.

Field Service roles

The Field Service application provides tools for these key roles on your service team:

- **Customer service agents** triage incoming requests and determine when to create work orders for onsite visits. Agents primarily use the application through a web browser.
- **Service managers** track performance metrics and oversee service delivery, finding ways to increase efficiency and standardize processes. Service managers primarily use the application through a web browser.
- **Dispatchers** review and schedule work orders, and assign them to resources on the schedule board through resource availability searches, and through the fully automated Resource Scheduling Optimization Add-in for Dynamics 365 Field Service. Dispatchers primarily use the application through a web browser.
- **Field technicians** manage their assigned work orders using the mobile app on a phone or tablet, and perform maintenance and repairs onsite at customer

locations.

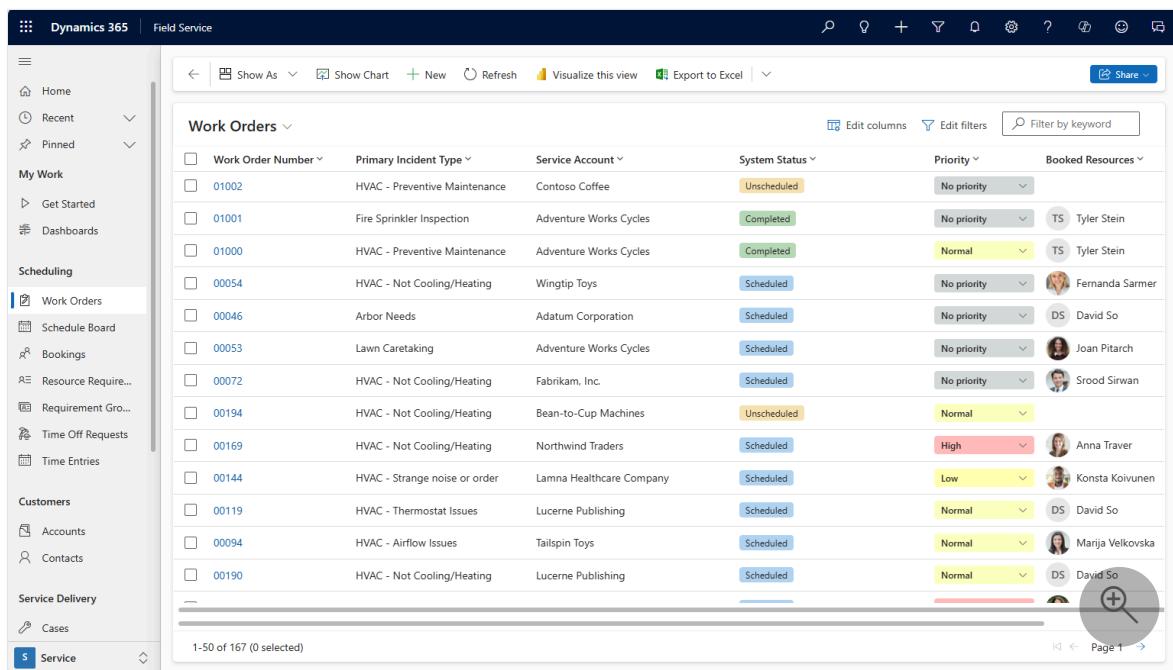
- **Inventory managers** ensure field technicians have what they need to complete their service calls. Inventory managers also handle product returns and purchase new inventory. Inventory managers primarily use the application through a web browser.

Using the Field Service application

Work orders describe the work that a technician needs to perform at a customer location. In the Field Service application, a typical work order lifecycle looks like this:

1. Work orders generate from service cases, sales orders, emails, phone calls, service agreements, web portals, or Internet of Things (IoT) data and then display in Field Service. Work orders are typically grouped by geographical territory and lines of business. Work order details consist of a checklist of tasks, parts to use, labor to bill to the customer, and skills required. Copilot in Field Service can generate a customizable summary the detailed work order.

Most work orders also include a location based on the related customer account and/or equipment that needs attention; this location routes the field technician from job to job. Finally, incoming work orders that are marked as ready for assignment are passed along to a dispatcher for scheduling.

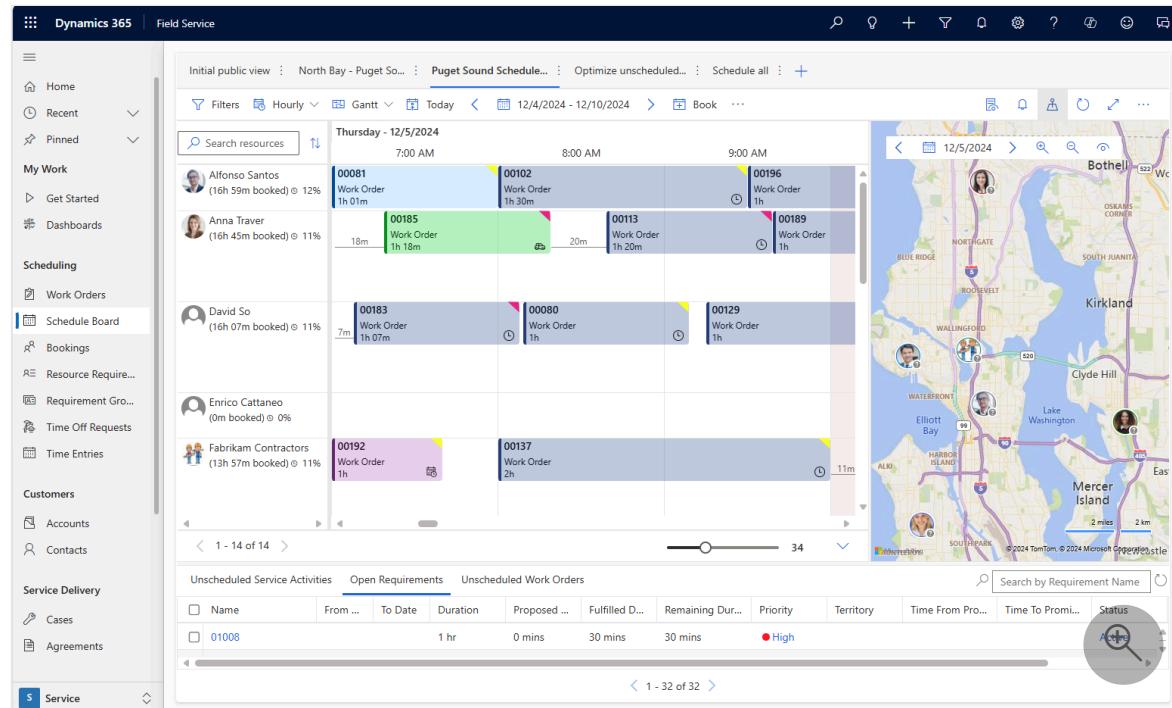


The screenshot shows the Dynamics 365 Field Service application interface. The left sidebar has a navigation menu with sections like 'My Work' (Recent, Pinned), 'Scheduling' (Work Orders, Schedule Board, Bookings, Resource Requirements, Requirement Groups, Time Off Requests, Time Entries), 'Customers' (Accounts, Contacts), and 'Service Delivery' (Cases, Service). The 'Service' item is currently selected. The main content area is titled 'Work Orders' and displays a list of 15 work orders. Each row includes columns for Work Order Number, Primary Incident Type, Service Account, System Status, Priority, and Booked Resources. The 'Work Orders' section has a 'Show Chart' button. The top navigation bar includes 'Dynamics 365 Field Service', search, filter, and share icons.

Work Order Number	Primary Incident Type	Service Account	System Status	Priority	Booked Resources
01002	HVAC - Preventive Maintenance	Contoso Coffee	Unscheduled	No priority	
01001	Fire Sprinkler Inspection	Adventure Works Cycles	Completed	No priority	TS Tyler Stein
01000	HVAC - Preventive Maintenance	Adventure Works Cycles	Completed	Normal	TS Tyler Stein
00054	HVAC - Not Cooling/Heating	Wingtip Toys	Scheduled	No priority	Fernanda Sarmer
00046	Arbor Needs	Adatum Corporation	Scheduled	No priority	DS David So
00053	Lawn Caretaking	Adventure Works Cycles	Scheduled	No priority	Joan Pitarch
00072	HVAC - Not Cooling/Heating	Fabrikam, Inc.	Scheduled	No priority	Srood Sirwan
00194	HVAC - Not Cooling/Heating	Bean-to-Cup Machines	Unscheduled	Normal	
00169	HVAC - Not Cooling/Heating	Northwind Traders	Scheduled	High	Anna Traver
00144	HVAC - Strange noise or order	Lamna Healthcare Company	Scheduled	Low	Konsta Koivunen
00119	HVAC - Thermostat Issues	Lucerne Publishing	Scheduled	Normal	DS David So
00094	HVAC - Airflow Issues	Tailspin Toys	Scheduled	Normal	Marija Velkovska
00190	HVAC - Not Cooling/Heating	Lucerne Publishing	Scheduled	Normal	DS David So

2. An interactive schedule board helps dispatchers assign work orders to the best resources based on location, availability, skill set, priority, and more. This is done via a manual drag-and-drop method, a semi-automated scheduling assistant, or fully automated with Resource Scheduling Optimization.

The schedule board displays each resource--whether an employee, contractor, or equipment--and their scheduled work orders. Resources and their assigned jobs are also displayed on a map along with routes and traffic patterns in real time. The schedule board is extensible and can be used to schedule anything within Dynamics 365, including work orders, sales orders, projects, and custom entities. Additionally, Microsoft 365 integration allows for emailing and skype calling to available resources.

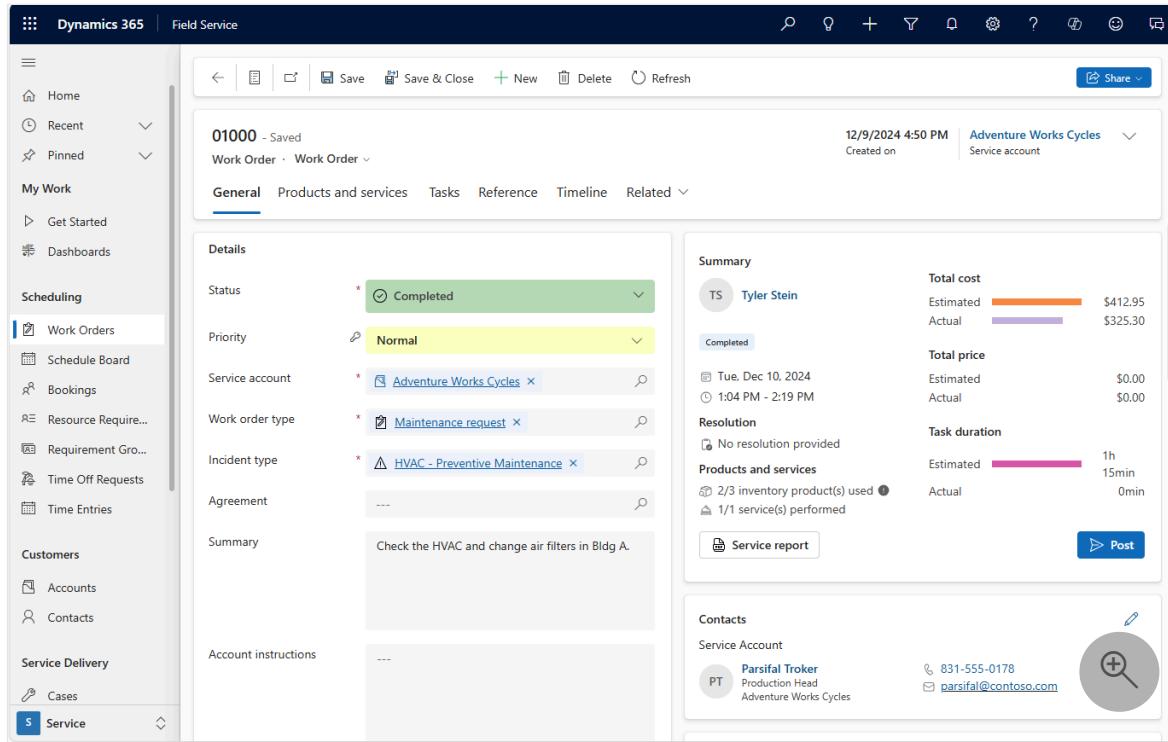


3. An easy-to-use mobile app for iOS, Android, and Windows devices guides field technicians through the process of resolving assigned work orders. Copilot supports technicians with quick summaries of each work order and supports them by updating work orders to save time on the job. For each work order, the field technician can view important information such as location, step-by-step instructions, customer assets, and service history. They can use their device to take pictures and videos or record a digital customer signature. Field technicians can also automatically download important information to their devices for offline work when internet isn't available.

After the technician completes the work, they mark the work order as complete or as requiring a follow-up; the dispatcher can then see this change on the schedule board.

4. As technicians submit completed work orders, equipment service history and inventory levels update automatically. Service managers can manage and track inventory needed, and track movement of parts from order to inventory to onsite installation.

For example, if an equipment part is installed at a customer's location during an installation or repair, the system documents a reduction in inventory from the related warehouse or truck and document the part as a new customer asset along with installation/repair details. Closing a work order generates an invoice for any used parts or labor.



The screenshot shows the Dynamics 365 Field Service application interface. The left sidebar is titled 'Dynamics 365 | Field Service' and includes sections for Home, Recent, Pinned, My Work (Get Started, Dashboards), Scheduling (Work Orders, Schedule Board, Bookings, Resource Requirements, Requirement Groups, Time Off Requests, Time Entries), Customers (Accounts, Contacts), Service Delivery (Cases, Service), and a 'Service' section. The 'Work Orders' item under 'Scheduling' is currently selected. The main content area displays a 'Work Order' record for '01000 - Saved'. The top navigation bar includes 'Save', 'Save & Close', 'New', 'Delete', and 'Refresh' buttons, along with a 'Share' icon. The record details are as follows:

- General:** Status: Completed, Priority: Normal, Service account: Adventure Works Cycles, Work order type: Maintenance request, Incident type: HVAC - Preventive Maintenance, Agreement: (empty), Summary: Check the HVAC and change air filters in Bldg A.
- Summary:** Created on: 12/9/2024 4:50 PM, Service account: Adventure Works Cycles, Service account owner: Tyler Stein. Total cost: \$412.95 (Estimated: \$412.95, Actual: \$325.30). Total price: \$0.00 (Estimated: \$0.00, Actual: \$0.00). Resolution: No resolution provided. Task duration: 1h 15min (Actual: 0min). Products and services: 2/3 inventory product(s) used, 1/1 service(s) performed.
- Contacts:** Service Account: Parsifal Troker (Production Head, Adventure Works Cycles), Contact information: Phone: 831-555-0178, Email: parsifal@contoso.com.

Feedback

Was this page helpful?

 Yes

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Provide product feedback 

Sign up for a free Dynamics 365 Field Service trial

Article • 07/02/2024

Dynamics 365 Field Service offers a free 30-day trial. After a quick sign-up, you'll have access to many of the app's key features. The trial allows you to test the app with sample data and even try out your own customer data. [Learn more about Field Service features](#).

To sign up for the trial:

1. Go to the [Field Service product page](#) and select the Try for free button.
2. Follow the onscreen guidance to enter an email and use an existing account or create an account.

The trial takes a few moments to load, then you can start using the app.

What to try

Your trial environment includes many of the same features as the paid version. For more information on getting started with Field Service, go to [Get started with Field Service](#).

Features included in the trial

The trial comes with guided tours and videos that highlight key product features for you to try. When the trial is ready, you can:

- Follow the guided tours on the [get started page](#) to learn how Field Service can help your business schedule work intelligently and deliver proactive service using smart device alerts.
- Download the mobile app and follow the guided tour to learn how your frontline workers can use the app to manage their day and increase their first-time fix rate.
- Watch tutorials on how to: easily set up your frontline workers and customer accounts, create and schedule work orders, and analyze your field service operations. You can see how Field Service works with your own business data.

Configuration considerations to get the most out of the trial

- The trial includes sample IoT device data to see how Connected Field Service can help you deliver proactive service using smart device alerts. However, to fully experience Connected Field Service for your business, configure [Azure IoT Hub](#).
- To experience the self-scheduling and technician tracking features that Field Service offers your customers, configure the [Field Service customer portal](#).

See also

- [Explore Microsoft Learn training](#)
 - [Watch Field Service videos on YouTube](#)
 - [Trial FAQ](#)
-

Feedback

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Dynamics 365 Field Service trial FAQ

Article • 07/02/2024

Sign-up

What are the system requirements for the trial?

This app is a cloud-based service that doesn't require special software other than an up-to-date web browser, though some restrictions apply. For the best trial experience, avoid accessing the trial site in incognito mode. [Learn more about web application requirements](#).

How do I sign up for the trial without a Microsoft 365 tenant?

You can enter a non-work email address and we'll create an account and tenant for you.

Can I sign up for trial using a personal email ID that's not associated with a Microsoft account?

You can use a personal email ID. But you won't be able to access Power Platform admin center to add more users to the trial, change security roles, or extend the trial period.

Can I sign up for multiple Dynamics 365 apps such as Sales, Marketing, and Customer Service?

Yes, you can. To view all available trials, [visit the trial hub page](#). You can use the same email account to sign up for different trials. However, it isn't possible to have multiple apps on the same trial site. Each trial will be on a different tenant and URL. The trial data isn't shared across apps.

Trial app

I didn't receive the trial details email after signing up, what should I do?

When you sign up for the trial, you'll receive an email with the trial details. If you don't see the email in your inbox, check your spam folder. Alternatively, use the following steps to access your app:

1. Go to trial site and select Try for free.
2. Enter the email ID that you used, to sign up for the trial. You'll be redirected to your trial app by the system.

How do I add more users to a trial?

To add users, go to the [Microsoft 365 admin center](#) using the trial admin account. Follow the [admin center guidance](#) to add users up to the trial license limit. If the user you're adding already has a Microsoft 365 account, assign them an appropriate security role in the trial org. For more information, see [Assign a security role to a user](#).

How many users can I add to my trial environment?

You can add an unlimited number of users to the trial environment.

How do I reset the trial environment?

You can't reset the trial environment. However, you can wait for the trial period to end and then sign up again for a new trial.

How do I extend the trial?

You can extend the trial for another trial period in the admin center. For instructions, see [Extend your trial](#). You can extend your trial once.

How do I cancel the trial?

If you have signed up for the trial using a managed Microsoft Entra ID account, you can request your Power Platform admin to [delete the trial environment](#). If you have signed up using your personal account, you can't cancel the trial manually. The trial will expire after the 30-day trial period and the trial environment is automatically deleted.

Can I convert the trial to a paid license?

Yes, you can purchase licenses through direct credit card purchase. You can also work with sales to establish a volume licensing or enterprise agreement. For more information

on pricing and purchasing, visit our [pricing page](#).

To purchase the license using an existing account, work with the administrator of the account to apply for licenses.

When you have the license to your tenant, you can publish your environment to production. You can remove the sample data. However, you must manually reset the configuration and remove any test data that you've added. We recommend that you create a fresh environment to use for your production environment and add the configurations you'd like to move forward with.

What are the trial limits and quotas?

The following limitations apply for the trial:

- The trial is available to you for 30 days. After that, you can request for an extension for another 30 days, buy a paid license, or sign up for a new trial.
- The trial expires if there's no activity on the app for 14 consecutive days. Expired trials can't be reactivated. However, you can start a new trial.
- You can have only one active trial per app at a time. You can sign up again after your current trial for the app ends.

Field Service-specific questions

How do I start using the trial?

After you sign up for the trial, you'll arrive on the app's main screen. The main screen provides links to user guides and tutorials. The bottom of the [trial signup](#) articles contains other links.

What features are available in the trial?

The trial comes with guided tours and videos that highlight key product features for you to try.

- Follow the guided tours on the Get started page to learn how Field Service can help your business schedule work intelligently and deliver proactive service using smart device alerts.
- Download the mobile app and follow the guided tour to learn how your frontline workers can use the app to manage their day and increase their first-time fix rate.

- Set up your frontline workers and customer accounts, create and schedule work orders, and analyze your field service operations. See how Field Service works with your own business data.

How do I remove sample data from the trial?

[Remove sample data.](#)

How do I restore sample data?

You can't reimport sample data at this time. To get a fresh dataset, you must wait for your trial to expire and start a new trial.

Which geographical regions are supported in the trial version of Field Service?

For the list of geographical regions supported in Field Service, see [Datacenter regions](#).

Which languages are supported in the trial version of Field Service?

For the list of languages supported in Field Service, see [Language availability](#).

Feedback

Was this page helpful?

 Yes

 No

[Provide product feedback](#)

Buy a Dynamics 365 Field Service license

Article • 02/26/2024

Purchase a Dynamics 365 Field Service subscription. To purchase licenses, you need a [Microsoft 365 administrator account](#). For the list of geographical regions supported in Field Service, see [Datacenter regions](#).

Try out Dynamics 365 Field Service before purchasing a subscription with [a free 30-day trial](#). You don't have to have administrator privileges to sign up for the trial.

Available Field Service license types

There are two types of licenses for Field Service:

- The standard Dynamics 365 Field Service license that includes all core features and capabilities.
- The Dynamics 365 Field Service Contractor license that includes a subset of the core features and capabilities for third-party technicians.

For feature comparisons and pricing information, see [Field Service pricing](#). For detailed licensing information, see [Dynamics 365 licensing guide](#).

Buy a Field Service license

1. Log into the [Microsoft 365 admin center](#) using your organization's admin account.

If you can't access the Microsoft 365 admin center, contact your Dynamics 365 administrator.

2. Under **Subscriptions**, search for and buy Dynamics 365 Field Service licenses for each user.

Field Service and mixed reality apps

 **Important**

We're releasing the updates to the Dynamics 365 Field Service licenses beginning December 1, 2023. Familiarize with the information until the changes are available in your region.

The Field Service license also includes Dynamics 365 Guides and Dynamics 365 Remote Assist at no extra cost. No action is required to assign the new licenses to existing users. However, the system doesn't install the applications automatically. For more information about installing the mixed reality apps, see [Collaborate in mixed reality with Field Service and Remote Assist](#) and [Integrate Guides with Field Service](#).

The update automatically adds security roles for Guides and Remote Assist to users with predefined Field Service security roles. Admins can disable that setting to stop the automated role assignment for new users. For more information, see [Mixed Reality settings](#).

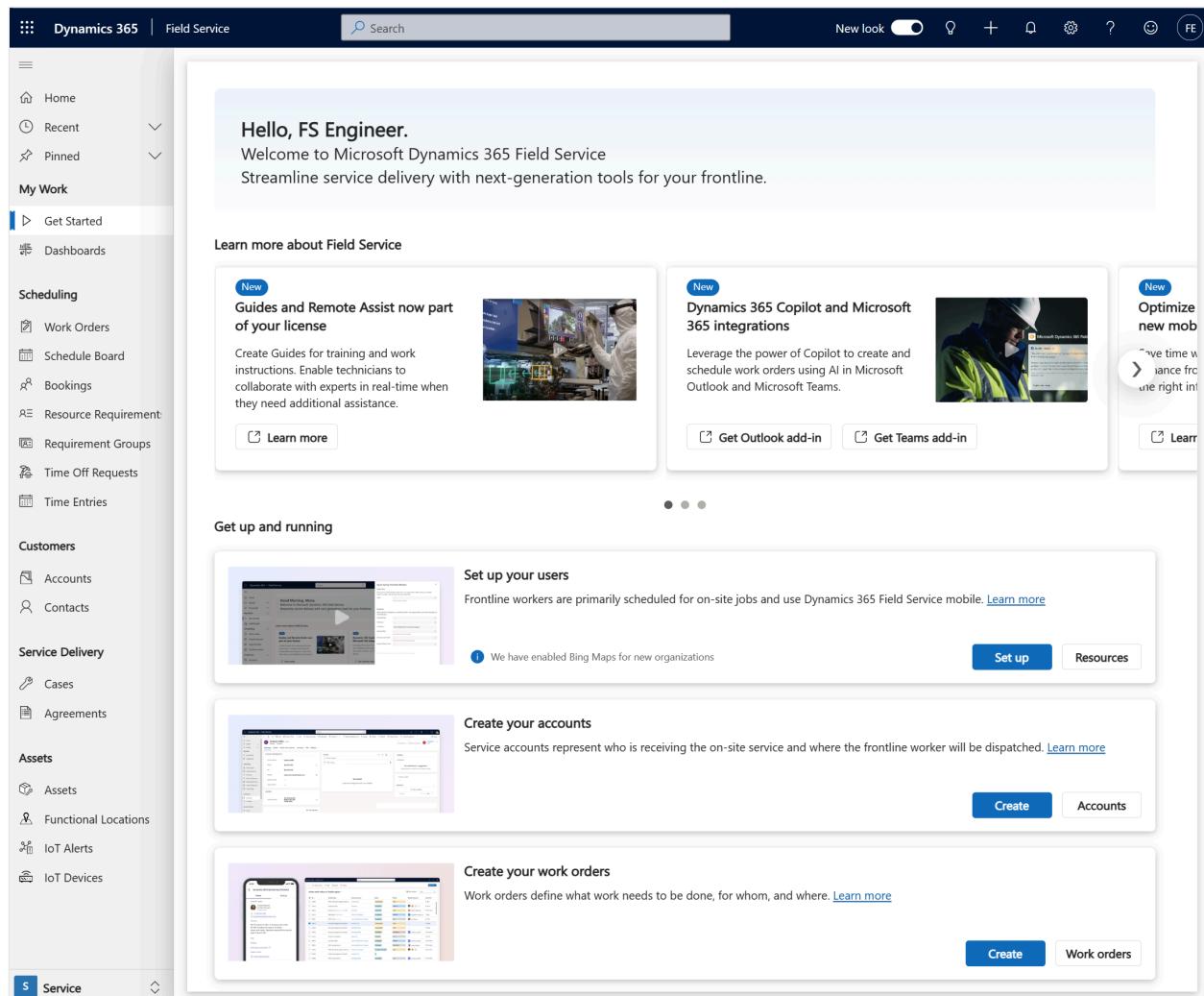
Next steps

- [Install Field Service](#)
- [Get started](#)
- [Set up Dynamics 365 Guides](#)
- [Set up Dynamics 365 Remote Assist](#)

Get started

Article • 10/24/2024

This article guides you through the first steps with the application and the scenario of creating and scheduling a work order to resolve a customer's service request.



The screenshot shows the Microsoft Dynamics 365 Field Service 'Get started' page. The left sidebar shows navigation links for Home, Recent, Pinned, My Work, Get Started (which is selected), Dashboards, Scheduling, Work Orders, Schedule Board, Bookings, Resource Requirements, Requirement Groups, Time Off Requests, Time Entries, Customers, Accounts, Contacts, Service Delivery, Cases, Agreements, Assets, Assets, Functional Locations, IoT Alerts, IoT Devices, and Service. The main content area has a 'Hello, FS Engineer.' message and a 'Learn more about Field Service' section with three cards: 'Guides and Remote Assist now part of your license', 'Dynamics 365 Copilot and Microsoft 365 integrations', and 'Optimize new mobile devices'. Below this is a 'Get up and running' section with three cards: 'Set up your users' (with a note about Bing Maps), 'Create your accounts', and 'Create your work orders'. Each card has a 'Set up' or 'Create' button.

💡 Tip

You can add users and create the following records quickly from the **Get started** page in the **Service** area of Field Service.

Install Dynamics 365 Field Service

A system administrator needs to install the Field Service application for your organization. For more information, see [How to install Dynamics 365 Field Service](#).

Configure Field Service settings

Review default settings for the Field Service app.

1. In the **Field Service** app, open **Settings**.
2. Go to **General > Field Service Settings > Work Order / Booking**.
3. Review the mandatory values and set optional values for your organization. For more information, go to [Set defaults for work orders, bookings, the schedule board, and agreements](#).

Set up resource scheduling

Field Service needs latitude and longitude values for service account records to estimate travel times when scheduling a work order to a resource.

1. Make sure the environment is [connected to the Bing Maps service](#).
2. [Enable Auto Geo Code Addresses](#) to let the system help assign coordinates to an address.
3. [Enable map and location settings](#) on work orders and other relevant records.
4. [Enable resource scheduling for entities](#).

Administrators decide which entities can be scheduled to resources. A solution called [Universal Resource Scheduling](#) adds scheduling capabilities to entities and provides the schedule board. Any entity (including custom entities) can be enabled for scheduling; typical examples include cases, opportunities, and orders.

Assign Field Service licenses to users

Create users or select existing users and assign them a license for Field Service. Users with a license can access the Field Service application, according to their user role. For more information, go to [Set up Dynamics 365 Field Service users and security profiles](#).

Set up at least a dispatcher and a frontline worker. Dispatchers manage work orders for your organization. They schedule the work and assign it to a frontline worker, who completes the work for the customer.

Create customer accounts

Every customer of your company usually has its own account record. It lists their location, contact information, billing information, and numerous related details. Field

Service represents individuals working for your customer as contacts. You can create relationships between contacts and accounts to ensure you get in touch with the right person.

[Create an account](#) that represents one of your customers.

Configure the work order summary

Define the fields that Copilot uses to generate a summary of a work order. Learn more: [Configure the work order summary](#).

Create a work order

[Work orders contain all the information for a service request](#) that originates from a customer. It outlines the work to be done, typically at the customer's location or at the location of an asset or equipment. To quickly create a work order, go to the Get Started page and select **Create** in the work order section and enter relevant details.

- The **Service Account** represents the customer who the work order relates to.
- **Tasks** are a checklist of things that need to be done.
- **Products** are parts that the technician needs for the job.
- **Services** represents required labor to complete the work order.

Schedule a work order

Schedule the work order to a frontline worker to complete the work.

There are [several ways to schedule a work order](#). For manual scheduling, open the **Schedule Board** in the **Scheduling** section of the **Service** area.

Find your work order in the requirement pane. Drag it to a free time slot in the future for one of your frontline workers.

View the scheduled work order on the Field Service mobile app

Frontline workers use the mobile experience on their phone or tablet.

[Download and install the mobile app](#) and sign in as the technician to whom the work order is assigned.

The **Booking** tab shows the work order you scheduled to the frontline worker. Update the status of the booking and related details to indicate completion of the work order.

Analyze your operations

In the Field Service web application, service managers can [analyze day-to-day operations with Power BI reports](#).

Reports appear under **Analytics and Insights**.

Feedback

Was this page helpful?

 Yes

 No

[Provide product feedback](#) 

Dynamics 365 Field Service version history

Article • 11/12/2024

Release schedule

When a new version of Dynamics 365 Field Service releases, it becomes available in different geographic regions at different times. Use the table below to see when the next release will become available in the region of your environment.

For information about other updates to Field Service, visit the [Dynamics 365 and Microsoft Power Platform release plans](#). For information about older versions, see [Version history archive](#).

Expand table

Station	Region	Current version	Next version	Scheduled date
Station 1	<i>First Release</i>	8.8.131.79	TBD	01/10/2025
Station 2	<i>South America, Canada, India, France, South Africa, Germany, Switzerland, Norway, Korea</i>	8.8.131.79	TBD	01/17/2025
Station 3	<i>United Arab Emirates, Japan, Asia Pacific, United Kingdom, Oceania</i>	8.8.131.79	TBD	01/24/2025
	<i>USG</i>	8.8.131.79	TBD	01/17/2025
Station 4	<i>Europe</i>	8.8.130.134	8.8.131.79	01/10/2025
Station 5	<i>North America</i>	8.8.129.177	8.8.130.134	01/10/2025
Station 6	<i>Government Community Cloud, DoD, China</i>	8.8.129.177	8.8.130.134	01/10/2025
	<i>Dedicated Scale Groups</i>	8.8.129.177	8.8.130.134	01/17/2025

ⓘ Note

- Dates in all regions except Government Community Cloud (GCC), USG, and China indicate the timing of the next automatic update. Dates in GCC, USG, and China indicate version availability; at this time, there is no automatic update for the GCC, USG, and China regions.
- For all other regions, while most updates should be complete on the scheduled night, updates requiring more time may be completed during dark hours over the weekend indicated in the **Scheduled date** column.

8.8.131.79

(Includes Universal Resource Scheduling version [3.12.146.16](#) and Resource Scheduling controls version 1.2.85.243202)

- No updates were made to Dynamics 365 Field Service in this release.

8.8.130.134

(Includes Universal Resource Scheduling version [3.12.145.25](#) and Resource Scheduling controls version 1.2.84.243184)

- Discount % and discount amount fields will now be hidden when the Field Service and Finance and Operations integration is enabled. These fields have no impact on journals in Finance and Operations apps.
- Bug fixes and enhancements for [Copilot summary and summary configuration](#).

8.8.129.177

This release is a hotfix on Field Service version [8.8.129.173](#)

- Fixed an issue that was causing errors in work order summary generation.

8.8.129.173

(Includes Universal Resource Scheduling version [3.12.144.84](#) and Resource Scheduling controls version 1.2.83.243052)

- Work order status will now correctly change to scheduled when creating a booking and the work order's msdyn_statuscompletesworkorder field set to false.

- Fixed an issue where currencies were not being applied correctly to work order not-to-exceed records with work order updates.

8.8.128.214

This release is a hotfix on Field Service version [8.8.128.130](#)

(Includes Universal Resource Scheduling version [3.12.143.46](#) and Resource Scheduling controls version 1.2.82.242904)

- Reverted validation on time entries with custom types. Using time entries with custom types is not supported and although we reverted this validation, we urge customers to not use custom types.

8.8.128.130

(Includes Universal Resource Scheduling version [3.12.143.36](#) and Resource Scheduling controls version 1.2.82.242904)

- Fixed a bug that made bookings unable to edit until a the browser was refreshed.
- Fixed a bug that caused stale booking suggestions to be presented when navigating between unscheduled work orders.
- Improved solution import handling of booking setup metadata in the Field Service Analytics Common solution.
- Parent business unit (BU) is no longer required if it's the root BU in Field Service forms.

8.8.127.141

This release is a hotfix on Field Service version [8.8.127.75](#)

(Includes Universal Resource Scheduling version [3.12.142.5](#) and Resource Scheduling controls version 1.2.81.242685)

- Reverted validation on time entries with custom types. Using time entries with custom types is not supported and although we reverted this validation, we urge customers to not use custom types.

8.8.127.75

(Includes Universal Resource Scheduling version [3.12.142.1](#) and Resource Scheduling controls version 1.2.81.242685)

- This release includes all updates from the 2024 release wave 2 early access updates.
- Introduced validation to prevent creation and edits of time entries with custom types.
- Fixed an issue causing the msdyn_quantity field to be cleared on work order product when changing its status several times without saving.
- The Copilot summary command is now hidden on the work order form when the summary control is visible on the form.
- What's New modal now includes Remote Assist in Microsoft Teams.
- IoT device insights control is deprecated. A note now shows in the app.
- Inspections: Fixed a bug which caused Date Time questions to be visually marked as required when not required.
- Inspections: Fixed a bug which was causing Inspection export to PDF to contain overlapping text.
- Inspections: Fixed a bug which was preventing Inspection PDF generation in some instances.
- Field Service Mobile: Fixed various accessibility bugs.

8.8.125.15

This release is a hotfix on Field Service version [8.8.125.14](#)

- Fixed an infinite loop in code related to updating NTE records.

8.8.125.14

(Includes Universal Resource Scheduling version [3.12.140.11](#) and Resource Scheduling controls version 1.2.79.242513)

- Added Remote Assist in Teams announcement to Get Started page.

8.8.124.21

This release is a hotfix on Field Service version [8.8.124.20](#)

- Fixed an infinite loop in code related to updating NTE records.

8.8.124.20

(Includes Universal Resource Scheduling version [3.12.139.62](#) and Resource Scheduling controls version 1.2.78.242404)

- Drip scheduling is now deprecated, and the setting has been removed.
- DoD region is now correctly determined by region helper.
- Work order form no longer shows as (new) when disable pricing setting is turned on.
- New planner integration feature added! Find the feature toggle in settings.
- Field Service Mobile: Fixed a bug which caused inspection response text to overlap for some question types when exported to PDF.
- Field Service Mobile: Fixed a bug which prevents inspections PDF from generating when a JSON expression is invalid.
- Field Service Mobile: Fixed a bug which prevented some images from rendering in the exported inspection PDF.

8.8.126.9 (2024 wave 2 early access, update 1)

(Includes Universal Resource Scheduling version [3.12.141.6](#) and Resource Scheduling controls version 1.2.80.242331).

- When toggling status on work order products from estimated to used, then back to estimated, the quantity field will now be cleared.

8.8.123.11

(Includes Universal Resource Scheduling version [3.12.138.39](#) and Resource Scheduling controls version 1.2.77.242277)

- Share button no longer appears as ribbon button on the work order side pane.
- Fixed an issue that prevented *Time from* fields from populating on work orders base on an SLA.
- Field Service Mobile: Fixed bug that ensures control info and close icon clicks function properly within the Copilot Summary control.
- Field Service Mobile: Fixed a bug so that a Follow Up Work Order which is created in offline mode can be successfully modified and saved without error.
- Field Service Mobile: Fixed a bug which caused an intermittent OnLoad script error after changing Booking Status.
- Fixed a bug affecting RMA product pricing. The unit amount for an RMA product is determined first from the associated work order product, then the price list if no

WOP is linked, then the product record's list price.

8.8.122.17

(Includes Universal Resource Scheduling version [3.12.137.22](#) and Resource Scheduling controls version 1.2.76.242082)

This release is a hotfix on Field Service version [8.8.122.6](#)

- Fixed an infinite loop in code related to updating NTE records.

8.8.126.6 (2024 wave 2 early access)

(Includes Universal Resource Scheduling version [3.12.141.2](#) and Resource Scheduling controls version 1.2.80.242082).

- Fixed a bug preventing time entries from being set to approved when they are a custom type.
- Service tasks on agreement booking setups now correctly copy their name from incident service tasks.
- Work order currencies will now correctly recalculate when converting currency. To revert this behavior, turn off the advanced setting:
`IsWorkOrderCalculationProperlyRecalculateValuesWhenConvertingCurrencyOptedIn`.
- Service tasks on agreement booking setups now correctly copy their name from incident service tasks. To revert this behavior, turn off the advanced setting:
`IsAgreementBookingSetupServiceTaskCopyNameFromIncidentSetToOptIn`.

8.8.122.6

(Includes Universal Resource Scheduling version [3.12.137.15](#) and Resource Scheduling controls version 1.2.76.242082)

- Field Service Mobile settings now include options to enable the new mobile user experience for specific users based on security role and to selectively enable or disable Copilot skills.

8.8.121.18

(Includes Universal Resource Scheduling version [3.12.136.53](#) and Resource Scheduling controls version 1.2.75.241931)

- Fixed an issue where the agreement booking service task name was set by the incident type service task type instead of the incident type service task name.
- Fixed an issue when submitting feedback via global command bar in the Field Service app module.
- Field Service mobile app: Updated client-side logic to consider whitespace as empty in fields related to primary incident type when performing validation.

8.8.120.18

(Includes Universal Resource Scheduling version [3.12.135.34](#) and Resource Scheduling controls version 1.2.74.241731).

- Improved the duplicate validation logic on postal code form.
- Fixed an error on postal code form about an unterminated string literal when using the '#' character.

8.8.119.15

This release is a hotfix on Field Service version [8.8.119.14](#)

- Prevented copilot installation for CHN, DOC, USG, GCC, and SGP regions

8.8.119.14

(Includes Universal Resource Scheduling version [3.12.134.25](#) and Resource Scheduling controls version 1.2.73.241652).

- Booking Card view on Work Order form can now be customized to show or hide fields.
- Booking Card "Duration" changed to "Task duration" to make it more clear the duration is calculated based on service tasks, not booking durations.
- Work order task width now dynamically displays based on length of task name.

8.8.118.21

This release is a hotfix on Field Service version [8.8.118.19](#)

- Prevented copilot installation for CHN, DOC, USG, GCC, and SGP regions

8.8.118.19

This release is a hotfix on Field Service version [8.8.118.17](#)

- Field Service mobile app: Fixed a bug which caused inspections question text to overlay on itself when exporting to PDF.

8.8.118.17

(Includes Universal Resource Scheduling version [3.12.132.9](#) and Resource Scheduling controls version 1.2.71.241432).

- You can now edit and delete child records of inactive primary work order incidents.

8.8.117.35

This release is a hotfix on Field Service version [8.8.117.34](#)

- Prevented copilot installation for CHN, DOC, USG, GCC, and SGP regions

8.8.117.34

This release is a hotfix on Field Service version [8.8.117.32](#)

- Field Service mobile app: Fixed a bug which caused inspections question text to overlay on itself when exporting to PDF.

8.8.117.32

(Includes Universal Resource Scheduling version [3.12.132.9](#) and Resource Scheduling controls version 1.2.71.241432).

This release is a hotfix on Field Service version [8.8.117.30](#)

8.8.117.30

(Includes Universal Resource Scheduling version [3.12.131.1](#) and Resource Scheduling controls version 1.2.70.241042).

- Released optional country field on postal codes to support global postal codes with the same postal code number.
- Fixed a bug that prevented users from completing bookings when a second booking existed on the work order they don't have access to.

- New work order grid now properly filters on related entities.
- Fixed translation issues with finance and operations apps installation button in Field Service settings.

8.8.114.30

This release is a hotfix on Field Service version [8.8.114.29](#)

8.8.114.29

This release is a hotfix on Field Service version [8.8.114.26](#)

- Fixed an issue that caused issues with the booking control on the new work order form when changing time zones.

8.8.114.26

(Includes Universal Resource Scheduling version [3.12.131.1](#) and Resource Scheduling controls version 1.2.70.241042).

- The Use of Products Out of Stock setting in Field Service Settings keeps its value when enabling or disabling the Finance and Operations Integration setting.
- Tax Exempt and Sales Tax Code fields on Account will be hidden when disabling the Calculate Tax setting.
- Fixed a bug that caused some images to be corrupted when exporting inspection responses to PDF.

8.8.113.29

This release is a hotfix on Field Service version [8.8.113.28](#)

8.8.113.28

This release is a hotfix on Field Service version [8.8.113.25](#)

- Copilot summary control will no longer hide the system status drop down.
- The new work order grid control will now only evaluate ribbon rules for the selected row instead of for every row rendered all at once.

8.8.113.25

(Includes Universal Resource Scheduling version [3.12.130.10](#) and Resource Scheduling controls version 1.2.69.240991).

- No updates were made to Dynamics 365 Field Service in this release.

8.8.112.28

This release is a hotfix on Field Service version [8.8.112.24](#)

- Copilot summary control will no longer hide the system status drop down.
- The new work order grid control will now only evaluate ribbon rules for the selected row instead of for every row rendered all at once.

8.8.112.24

This release is a hotfix on Field Service version [8.8.112.23](#)

- Fixed a problem that prevented sub-status from appearing as a column in the work order grid view in the absence of a status column.
- Fixed a problem preventing 'Exports to Excel' command from the focused view when any column is filtered.

8.8.112.23

(Includes Universal Resource Scheduling version [3.12.129.28](#) and Resource Scheduling controls version 1.2.68.240862).

- Copilot in Field Service branding updates.
- Custom booking statuses no longer extend past their dropdown container.
- The quantity to bill updates for work order products when editing the quantity via grid control on the work order form.
- Customer phone number now populates in bookings created via work order form.
- The functional location list is now scrollable when viewing large hierarchies on work order form.
- Work order summary card no longer shows a completion bar when the work order has an estimated duration of 0.
- Work order status column now extends to the end of the details card on work order form.
- Work order priority no longer allows drop-down selection when set to read-only.

- Long functional location names will now wrap around when selecting a location on the work order from.
- Long work order statuses now truncate.
- Long work order service tasks names now truncate in the list view on the work order form.

8.8.110.18

(Includes Universal Resource Scheduling version [3.12.125.30](#) and Resource Scheduling controls version 1.2.64.240721).

- Updated translation of warnings when cancelling work orders.
- Double clicking now opens work orders from the work order list.

8.8.111.25 (2024 wave 1 early access, update 1)

(Includes Universal Resource Scheduling version [3.12.127.12](#) and Resource Scheduling controls version 1.2.66.240663).

- The new work order list view no longer shows inactive records.
- The booked resources column has several improvements and now shows by default. This column is intended to only be used with the new work order grid control.
- New work order forms and views are no longer called 'new'. Older forms are labeled 'legacy'.

8.8.109.12

This release is a hotfix on Field Service version [8.8.109.10](#) (Includes Universal Resource Scheduling version [3.12.124.11](#) and Resource Scheduling controls version 1.2.63.240662).

8.8.109.10

(Includes Universal Resource Scheduling version [3.12.124.11](#) and Resource Scheduling controls version 1.2.63.240602).

8.8.108.12

This release is a hotfix on Field Service version [8.8.108.10](#) (Includes Universal Resource Scheduling version [3.12.123.34](#) and Resource Scheduling controls version 1.2.62.240661).

- Fixed a problem with Field Service updates when mixed reality security roles are applied.

8.8.108.10

(Includes Universal Resource Scheduling version [3.12.123.34](#) and Resource Scheduling controls version 1.2.62.240451).

Fixed several issues on the Get Started page:

- Buttons in cards now show in high contrast mode and lose focus while in side panes.
- Card height no longer changes when panning.

8.8.111.14 (2024 wave 1 early access)

(Includes Universal Resource Scheduling version [3.12.126.1](#) and Resource Scheduling controls version 1.2.65.240241).

- Actuals generated through agreements populate the same fields as actuals generated from invoices that are linked directly to a work order.
- The new work order experience is now the default for all new organizations.
- Fixed a bug causing script error while adding service task type to a work order.
- Added option in the Power Apps portal to make work order preview grid lookups editable.
- Functional location hierarchy can now be visualized inline on the new work order location section.

Feedback

Was this page helpful?

 Yes

 No

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Universal Resource Scheduling version history

Article • 06/05/2024

Release schedule

When a new version of Universal Resource Scheduling releases, it becomes available in different geographic regions at different times. The table shows estimates for when the next release will become available in the region of your environment.

For information about other updates to Universal Resource Scheduling, visit the Field Service section of the [Dynamics 365 release plans](#). For information about older versions, see [Version history archive](#).

Expand table

Station	Region	Current version	Next version	Scheduled date
Station 1	<i>First Release</i>	3.12.132.9	TBD	06/14/2024
Station 2	<i>South America, Canada, India, France, South Africa, Germany, Switzerland, Norway, Korea</i>	3.12.132.9	TBD	06/07/2024
Station 3	<i>United Arab Emirates, Japan, Asia Pacific, United Kingdom, Oceania</i>	3.12.132.9	TBD	06/14/2024
	<i>USG</i>	3.12.132.9	TBD	06/07/2024
Station 4	<i>Europe</i>	3.12.131.1	3.12.132.9	06/07/2024
Station 5	<i>North America</i>	3.12.131.1	3.12.132.9	06/14/2024
Station 6	<i>Government Community Cloud, DoD, China</i>	3.12.131.1	3.12.132.9	06/14/2024
	<i>Dedicated Scale Groups</i>	3.12.131.1	3.12.132.9	06/21/2024

ⓘ Note

- Dates in all regions except Government Community Cloud (GCC), USG, and China are estimates of the next automatic update. Dates in GCC, USG, and China indicate version availability; at this time, there is no automatic update for the GCC, USG, and China regions.
- For all other regions, while most updates should be complete on the scheduled night, updates requiring more time may be completed during dark hours over the weekend indicated in the **Scheduled date** column.

3.12.132.9

Resource Scheduling Controls: 1.2.71.241432

Dataverse: 4.0.122.8

- Improved rendering for non-working hours on the schedule board.
- Fixed a bug that was causing some users to experience crashes when working hours did not start at 12 am.
- Users can now use 24-hour format to enter a time for the End Time field on the booking pane.
- Added a button to jump to today's date on the schedule board.
- Fixed a bug that was displaying incorrect travel times for some requirement group bookings.
- Various security enhancements.

3.12.131.1

Resource Scheduling Controls: 1.2.70.241042

Dataverse: 4.0.121.1

- Horizontal scroll location is now maintained when switching views on the schedule board.
- List view on the schedule assistant now sorts all results instead of just the current page.
- Various tooltips have been improved.
- Fixed a bug that was cancelling all related bookings when a Project Operations user canceled a project requirement in an interday view.
- Fixed a bug that was causing the requirement panel to crash when reordering tabs with active filters applied.

- Fixed a bug that was mislabeling or and duplicating certain entities in the Related tab of a bookable resource form.

3.12.130.10

Resource Scheduling Controls: 1.2.69.240991

Dataverse: 4.0.120.10

- Inactive organizational units are no longer displayed on the map
- Custom color setting for working/non-working hours are now used in aggregated views and the hourly view.
- Fixed a bug that prevented the selection of new some new tabs on the requirement pane.
- Fixed a bug with syncing changes to a booking in the schedule assistant grid.
- Fixed a bug that was causing schedule board to crash when maximizing it from a very small window.
- Fixed a bug that was causing the details panel to not respect customized requirements detail view for resource type.

3.12.129.28

Resource Scheduling Controls: 1.2.68.240862

Dataverse: 4.0.119.28

- Fixed a bug that was preventing some users from rearranging schedule board tabs.
- Unchecked working days are no longer shown in the schedule board's list view.
- Various bug fixes to working days selection.
- Fixed a bug that was casing discrepancies between values on bookings made using the Create panel and how they were displayed in Map view.
- Requirement details are now shown properly in the Edit Booking panel.
- Users can now change booking status in the Create Booking panel.

3.12.125.30

Resource Scheduling Controls: 1.2.64.240721

Dataverse: 4.0.115.30

- Fixed a bug that was disabling saved filters after a hard refresh for some users.

- Fixed a bug that was disabling the Delete button in a booking context menu in multiday views.
- Travel times of existing bookings are now updated when previous bookings are deleted.
- Booking statuses can now be updated while in multiday views in both List and Gantt modes.

3.12.127.12 - 2024 Wave 1 Early Access update 1

Resource Scheduling Controls: 1.2.66.240663

Dataverse: 4.0.117.12

- Users can now select which days of the week are visible on the schedule board.
- Added a vertical line to indicate current day while in aggregated views.
- Fixed bug where Move Bookings was not functioning properly in some time zones.
- Removed entry point to Schedule Board Settings from Booking Setup Metadata ribbon button.

3.12.124.11

Resource Scheduling Controls: 1.2.63.240662

Dataverse: 4.0.114.11

- Fixed a bug where edited search ranges were defaulting back to requirement start/end dates in Schedule Assistant.
- Improved Service Territory search box in the Select Resources panel.
- Requirement proposed and fulfilled durations now update automatically when bookings are made in Schedule Assistant.
- Fixed a bug that was impacting the Move Bookings feature for some users.
- Various security enhancements.
- Fixed a bug where double clicking on a booking was not opening the record while in the schedule board's hourly view.

Resource Scheduling Controls: 1.2.63.240662

3.12.123.34

Resource Scheduling Controls: 1.2.62.240661

Dataverse: 4.0.113.34

- Travel time calculates correctly for facility resources.
- All relevant fields now link to their respective entities in the requirements pane on the schedule board.
- The time zone setting in the schedule board settings is now reflected when moving a booking.
- Performance improvements when switching between schedule board tabs.
- Various security enhancements.
- Fixed a bug where double clicking on a booking was not opening the record while in the schedule board's hourly view.

Resource Scheduling Controls: 1.2.62.240661

3.12.126.1 - 2024 Wave 1 Early Access

Resource Scheduling Controls: 1.2.65.240241

Dataverse: 4.0.116.1

- Booking templates now feature updated colors and color picking tools.
- Fixed a bug that was impacting requirement grid column filters for some users.

3.12.122.50

Resource Scheduling Controls: 1.2.61.240223

Dataverse: 4.0.112.50

- Minor user experience bug fixes for requirement groups, map pins, and service territories.

3.12.121.18

Resource Scheduling Controls: 1.2.60.240112

Dataverse: 4.0.111.21

- Released new **Specify Pattern** version to break down long-duration or complex requirements.
- Bookings made in the Booking pane can now be set to any time granularity.
- Fixed a bug where resources marked to not show on the schedule board were listed in the *Move to* dropdown.

- The number of child resources for pools and crews now show on the schedule board.
- Extra capacity of a resource now shows on the schedule board when available.
- Booking rules now support HTML tags.
- The *Service territory* field on the *Select resource* filter now supports free text.

3.12.120.16

Resource Scheduling Controls: 1.2.59.233402

Dataverse: 4.0.110.19

- Introduced new version of the **Specify Pattern** control to break down multi-day requirements.
- Fixed a bug where users without delete permissions were shown a delete button on bookings.
- Enabled free text in the service territory filter field.
- Booking rules now support HTML tags on the new schedule board.
- When closing schedule assistant on the schedule board, users see their last open requirement tab.
- The schedule board supports Internet Explorer mode of the Microsoft Edge browser.
- Fixed a bug that caused an incorrect number of child resources to show on the schedule board for Crew and Pool resources.
- The move option on the schedule board now respects the resource selection of the schedule board.
- Users can set specific times in the booking panel beyond the existing 15-minute granularity.

3.12.119.27

Resource Scheduling Controls: 1.2.58.232961

Dataverse: 4.0.109.27

- Performance improvements for API calls.
- Performance improvements when using the schedule assistant with lots of bookable resources.
- Fixed a bug where bookings made with the schedule assistant are longer than resource's availability when search availability is manually set.

- Fixed a bug that was causing an error message when opening the specify pattern control.
- Fixed bugs with apostrophes in requirement names and booking templates.
- PowerApps improvements with the specify pattern control.

3.12.118.19

Resource Scheduling Controls: 1.2.57.232831

Dataverse: 4.0.108.19

- In the map view on the schedule board, there are now visual indicators to show which record is selected.
- Fixed a bug that was preventing some tooltips to not properly function while in list view.
- Improved the schedule board resolution slider to honor the configured working time.
- Fixed a bug that was displaying an error when booking certain full capacity requirements with a “Full Requirement” booking method.
- Fixed bugs that were causing errors to be displayed when editing booking lengths in multi-day views.

Resource Scheduling Controls: 1.2.57.232963

- Fixed a bug where apostrophes were shown as undefined when part of a book template name
- Fixed a bug where the Schedule Board requirements grid wasn't showing data.

3.12.117.31

Resource Scheduling Controls: 1.2.56.232691

Dataverse: 4.0.107.30

- **Proportional booking visualization on aggregated schedule board views:** On daily, weekly, and monthly schedule board views, bookings are displayed as a proportion of their duration to the time block instead of filling the whole period.
- When schedule assistant fails to create a booking, an error message now shows more information.
- Fixed an issue that was causing the schedule board to load the wrong date when operating in specific time zones.

- Fixed an issue that was causing selected resources to be displayed as undefined when using client extensions.

Resource Scheduling Controls: 1.2.56.232963

- Fixed a bug where apostrophes were shown as undefined when part of a book template name
- Fixed a bug where the Schedule Board requirements grid wasn't showing data.

3.12.112.5

Resource Scheduling Controls: 1.2.52.232511

Dataverse: 4.0.102.5

- **Capacity for resource search:** Resource search is now supported for organizations with more than 5,000 resources.
- **Accessibility:** Implemented various accessibility improvements including increased support for screen readers, new visual labels, and more ARIA attributes.
- Fixed an issue in the API where calling `msdyn_SearchResourceAvailability` consistently returned empty `AvailabilityIntervals` and `Characteristics`.
- Fixed an issue that led to the schedule assistant returning no available slots when a user entered information in the *Time from promised* field.
- Fixed an issue where service territory filters were being reset when navigating through pages of a resource selection search.

Resource Scheduling Controls: 1.2.52.232844

- Various security enhancements

3.12.116.5 - 2023 Wave 2 Early Access update2

Resource Scheduling Controls: 1.2.55.232482

Dataverse: 4.0.106.5

- **Retirement of the legacy schedule board:** The new schedule board is faster, more user-friendly, and accessible. It lays the foundation for new capabilities such as multiday scheduling and intelligent interactions.
- **Proportional bookings on multiday views:** Quickly determine a resource's availability and utilization.
- **Multiple recurrences in work hours calendar:** Greater flexibility in resource scheduling, helping you meet business demands while adjusting to your

workforce's needs.

- Fixed an issue where rebooking and substituting on a requirement that got deleted was failing.
- Fixed an issue where the schedule board color wasn't being applied when saving the board setting with a new color.
- Fixed an issue where "Find Availability" in the new schedule board wasn't considering custom fields.

3.12.111.36

Resource Scheduling Controls: 1.2.51.232411

Dataverse: 4.0.101.36

- Fixed an issue where filtering resources by name didn't handle accented characters correctly.
- Fixed an issue where the "Time From/To Promised" fields weren't displayed during drag and drop operations on the schedule board if custom booking templates were enabled.
- Fixed an issue where the resource search bar on the schedule board was limited to the client-side records and couldn't search for all records when there were more than 5,000 resources.
- Fixed an issue where the schedule board didn't load completely after creating a new tab and switching back to the "Initial public view" tab.
- Fixed an issue where the calendar icons on the "From" and "To" fields in the requirement group form didn't open the calendar picker.
- Fixed several accessibility issues in the "Edit Booking Alerts Template" dialog, button labels, ARIA attributes, and screen reader compatibility.

3.12.110.18

Resource Scheduling Controls: 1.2.50.232152

Dataverse: 4.0.100.18

- Fixed a bug where the schedule board color wasn't applied when saving the board setting with a new color.
- Fixed a bug where the "Find Availability" feature in the new schedule board didn't consider custom fields.
- Improved accessibility for the "New Filter Layout" dialog, the "New Schedule Board Tab" button in portrait mode, and the "New Schedule Board" navigation panel.

- Fixed a bug where the schedule assistant requirement view wasn't picked up when the schedule assistant was launched from the book button.
- Fixed a bug where an incorrect "End Time" was populated on the booking custom entity when the "Default Booking Duration" had a Null value.
- Fixed a bug where an incorrect "End Time" was populated in the "Create Booking Panel" in Schedule Assistant when creating a booking for a requirement for the second time.
- Fixed a bug where the schedule board crashed when cold loading or creating a new tab in a small width window.
- Fixed a bug where the "Book & Exit" button reappeared after booking a requirement group, and it canceled the bookings.

3.12.114.1 - 2023 Wave 2 Early Access update1

Resource Scheduling Controls: 1.2.54.232001

Dataverse: 4.0.101.1

Work hours calendar supports multiple recurrences: Previously, you could only have one work hour recurrence per resource. With the added capability of multiple recurrences, you can now unlock greater flexibility in your resource scheduling to meet business demands further while adjusting to the needs of your workforce for employee retention and job satisfaction.

Feedback

Was this page helpful?

 Yes

 No

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Resource Scheduling Optimization version history

Article • 09/30/2024

Release schedule

When a new version of the Resource Scheduling Optimization Add-in for Dynamics 365 Field Service releases, it becomes available in different geographic regions at different times. The following table shows, when the next release will become available in the region of your environment.

For information about other updates to Field Service, visit the [Dynamics 365 release plans](#). For information about older versions, see [Version history archive](#).

Expand table

Station	Region	Current version	Next version	Scheduled date
Station 1				
	<i>First Release</i>	3.4.0.917	3.4.0.1040	06/01/2024
Station 2				
	<i>South America</i>	3.4.0.917	3.4.0.1040	06/02/2024
	<i>Canada</i>	3.4.0.917	3.4.0.1040	06/02/2024
	<i>India</i>	3.4.0.917	3.4.0.1040	06/02/2024
	<i>France</i>	3.4.0.917	3.4.0.1040	06/02/2024
	<i>United Arab Emirates</i>	3.4.0.917	3.4.0.1040	06/02/2024
	<i>South Africa</i>	3.4.0.917	3.4.0.1040	06/02/2024
	<i>Germany</i>	3.4.0.917	3.4.0.1040	06/02/2024
	<i>Switzerland</i>	3.4.0.917	3.4.0.1040	06/02/2024
Station 3				
	<i>Japan</i>	3.4.0.917	3.4.0.1040	06/02/2024
	<i>Asia Pacific</i>	3.4.0.917	3.4.0.1040	06/02/2024

Station	Region	Current version	Next version	Scheduled date
	<i>Great Britain</i>	3.4.0.917	3.4.0.1040	06/02/2024
	<i>Oceania</i>	3.4.0.917	3.4.0.1040	06/02/2024
Station 4				
	<i>Europe</i>	3.4.0.917	3.4.0.1040	06/07/2024
Station 5				
	<i>North America</i>	3.4.0.917	3.4.0.1040	06/14/2024

ⓘ Note

- Dates in all regions indicate the timing of the next automatic update. While most updates should be complete on the scheduled night, updates requiring more time may be completed during dark hours over the weekend indicated in the **Scheduled date** column.

3.4.0.1332

This release, available as of December 6, 2024 has a fix for a bug where optimization requests occasionally fail with an error message "Object reference not set to an instance of an object".

3.4.0.1262

This release, available as of September 13, 2024, has updates improving performance. *Request Name* in table *Optimization Requests* now saved as date and time of request in UTC

3.4.0.1165

This release, available as of August 6, 2024, has updates improving reliability and performance.

3.4.0.1144

This release, available as of July 15, 2024, has miscellaneous service updates and logging improvements.

3.4.0.1040

This release removes the changes in build 3.4.0.1022 involving [bulk deletion jobs](#).

3.4.0.1022

This release has further improvements to diagnostic logging, and a fix to ensure that [bulk deletion jobs](#) are able to delete older optimization jobs in a timely manner.

3.4.0.917

This release has improved diagnostic logging. In addition, this release prevents the install or upgrade of Resource Scheduling Optimization if the environment is set to [block unmanaged customizations](#). This flag must be disabled in order to install or upgrade Resource Scheduling Optimization.

3.4.0.623

This release introduces two new features:

- Support for optimizing [multi-day requirements](#).
- When schedulers optimize a single resource's schedule, [the system considers additional requirements](#) and their scheduled bookings.

Feedback

Was this page helpful?

 Yes

 No

[Provide product feedback ↗](#)

What's new in Microsoft 365 integrations for Field Service

Article • 05/03/2024

[See supported geographies, regions, and languages.](#)

This article summarizes public preview features, general availability enhancements, and feature updates.

May 3, 2024

This release includes the following new features:

- In Outlook, [shared mailboxes](#) are supported.
- In Microsoft Teams, frontline managers and workers can [share links to work orders](#) that automatically expand providing key details.

April 22, 2024

This release includes the following new features:

- In Outlook, ask Copilot to [draft email responses to customers with proposed schedules or schedule confirmation](#) for work orders.
- In both Outlook and Teams, admins can [add custom labels](#) to better fit their organization's terminology.

This release includes the following changes:

- General availability in asking the Dynamics 365 Field Service Plugin for Microsoft 365 Copilot for [key work order information](#).
- In public preview, frontline workers can ask Microsoft 365 Copilot to [search through lengthy product manuals](#) and find relevant answers to questions.
- In public preview, frontline workers can use [Dynamics 365 Remote Assist](#) capabilities in Microsoft Teams mobile.

December 5, 2023

This release includes the following changes:

- General availability of Microsoft 365 integrations for Field Service. Frontline workers and managers can use Teams, Outlook, and Viva Connections to manage work orders. These work orders sync to Field Service as the system of record.
- In Teams, [assistance while scheduling a work order](#). Scheduling suggestions include resources and times based on the work order requirements.
- Admins can customize the work order experience in Teams and Outlook.
- In public preview, frontline managers and workers can access key work order information by asking Copilot questions within Teams.

October 9, 2023

This public preview release includes the following changes:

- In both Outlook and Teams, new entries can be added to the fields on the work order form when creating a work order.
- In Outlook, schedule assistance includes rescheduling technicians and moving the booked time slot for scheduled work orders.
- In Outlook, admins can enable or disable the Outlook add-in Copilot setting through the Field Service app.
- In Teams, a streamlined home page provides quick and easy access for frontline managers and workers to manage work orders.
- In Teams, the frontline worker can edit work orders.

September 5, 2023

This public preview release includes the following changes:

- In both Outlook and Teams, the number of other work orders in the system displays on the **Work orders** tab after the first 50 work orders. You can select the link to view the work orders in the Field Service app.
- In both Outlook and Teams, the work orders **Find by ID** now discovers partial matches.
- In Outlook, obtain [assistance while scheduling a work order](#). Scheduling suggestions include resources and times based on the work order requirements.
- In Outlook, if an email was previously used to create a work order using Copilot, a message displays with a link to the work order.
- In Outlook, after creating a work order from an email using Copilot, the email message is saved in the Field Service app timeline.

August 9, 2023

Microsoft 365 integrations for Field Service integrate Field Service with Microsoft Outlook, Teams, and Viva Connections so that frontline workers and managers can create, view, and manage work orders within Outlook and Teams.

This public preview release includes the following features:

- An Outlook add-in allows frontline managers to view and create work orders in Outlook, quickly responding to service requests and questions.
- The Outlook add-in also provides copilot capabilities to assist managers with work order creation while in Outlook.
- A Viva Connections dashboard in Teams allows frontline managers to view and create work orders.
- The Viva Connections dashboard in Teams also provides frontline workers with an at-a-glance view of their workday.
- Workers can also initiate a Dynamics 365 Remote Assist call from their dashboard.

Next steps

- [Microsoft 365 integrations for Field Service](#)
- [Set up Microsoft 365 integrations for Field Service \(administrators\)](#)

Feedback

Was this page helpful?

 Yes

 No

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Version history archive

Article • 06/05/2024

This article contains release notes from earlier release waves for the following apps and solutions:

- [Dynamics 365 Field Service \(web and mobile\)](#)
- [Universal Resource Scheduling](#)
- [Resource Scheduling Optimization Add-in](#)

Dynamics 365 Field Service

For release notes and version history of the current release wave, see [Dynamics 365 Field Service version history](#).

Earlier release waves

8.8.107.25

(Includes Universal Resource Scheduling version [3.12.122.50](#) and Resource Scheduling controls version 1.2.61.240223).

- No updates were made to Dynamics 365 Field Service in this release.

8.8.106.22

(Includes Universal Resource Scheduling version [3.12.121.18](#) and Resource Scheduling controls version 1.2.60.240112).

- Fixed an issue that caused bookings to lose their relationship with a work order during bulk imports.
- Fixed cropping of images on the full screen "what's new" announcement.
- Get started dialog stops showing on other browsers if the user selects the "Don't show next time" checkbox.
- Corrected the Arabic header positioning on Get Started page.
- Fixed the community link on the Get Started page.
- Field Service mobile: Improved accessibility of the pen input (signature) control to support text-based signatures.
- Field Service mobile: Fixed a bug on the pen input (signature) control which impaired signatures on iOS devices.

8.8.105.55

This release is a hotfix on Field Service version [8.8.105.46](#).

- Teaching bubbles will now render correctly when the "new look" is toggled off.
- Field Service mobile: Fixed a bug causing an increased frequency of iOS "Webview Reset" errors in Field Service release [8.8.104.44](#).

8.8.105.46

(Includes Universal Resource Scheduling version [3.12.120.16](#) and Resource Scheduling controls version 1.2.59.233402).

- The new work order experiences are generally available.
- Users can configure a booking status to indicate if further work is needed to complete a work order.
- Removed a notification when marking work order service tasks complete in the side pane.
- The confirmation message when enabling Mixed Reality security roles shows a description of what will be enabled.
- Command bar options show correctly when the simplified commands option is disabled.
- Removing the *Resource* field from the *Bookable Resource Booking* information form no longer causes a script error.
- Field Service mobile: Enabled [image compression](#) feature for iOS.
- Field Service mobile: When multiple images are uploaded to an inspection, they will be processed and uploaded sequentially to reduce device memory consumption and improve upload success rate.
- Field Service mobile: Accessibility improvements for inspections designer, quick notes, and booking status control.
- Field Service mobile: Fixed a bug with inspections export to PDF command.
- Field Service mobile: Fixed a bug with inspections which prevented PDF export when inspection response contained number-type questions.

Note: This release fixes an error in implementing the relationship type on the account entity in FS. This changes some of the option set values for Accounts' relationship type field (the customertypecode field), and we encourage customers with FS installed to check their Account records' relationship types, and verify that these match their expectations. Orgs at risk of an incorrect relationship type will receive additional direct communications about this change.

8.8.104.44

This release is a hotfix on Field Service version [8.8.104.29](#).

- Fixed a problem that hides the Flow option from the commands ribbon.
- Field Service Mobile: Fixed a bug which caused the error "Validations are still being executed in the background" when saving a work order service task which contains an inspection.

8.8.104.29

(Includes Universal Resource Scheduling version [3.12.119.27](#) and Resource Scheduling controls version 1.2.58.232961).

- Fixed a security vulnerability related to dual write.
- Functional location types will now allow duplicate records with the same name to support scenarios that use the same functional location types across companies.
- Fixed a bug causing estimated revenue on quote booking setup to be calculated for one day less than the recurrence pattern used for services.
- Various UI enhancements on the 'Get Started' page.
- Field Service Mobile: Accessibility improvements.
- Field Service Mobile: Fixed a bug in PDF export of inspection and responses now render correctly in Spanish language.

8.8.103.22

This release is a hotfix on Field Service version [8.8.103.20](#).

(Includes Universal Resource Scheduling version [3.12.118.19](#) and Resource Scheduling controls version 1.2.57.232963).

8.8.103.20

(Includes Universal Resource Scheduling version [3.12.118.19](#) and Resource Scheduling controls version 1.2.57.232831).

- Fixed a bug in IoT Hub setup that caused the error message "Object reference not set to an instance of an object".
- Removed unnecessary calls to a system job, improving the performance when creating a work order.
- Dynamics 365 Field Service mobile app: Fixed a bug in Quick Notes control where an uploaded image might display the image path instead of the actual image.

8.8.102.36

This release is a hotfix on Field Service version [8.8.102.29](#).

(Includes Universal Resource Scheduling version [3.12.117.31](#) and Resource Scheduling controls version 1.2.56.232963).

- No updates were made to Dynamics 365 Field Service in this release.

8.8.102.29

(Includes Universal Resource Scheduling version [3.12.117.31](#) and Resource Scheduling controls version 1.2.56.23269).

- **New and improved work order experience:** Our new work order enhancements are designed to make your life easier. With reduced time and effort required to understand the current state of work orders, you can provide quick updates to customers, ensure that frontline workers have the information they need for on-site service, and easily track high-priority work. The dynamic card feature allows you to take action and move work orders through each stage seamlessly, while our redesigned tasks experience and reference tab streamline the knowledge-sharing process for everyone involved.
- **AI-powered work order recap:** Copilot in Field Service helps your workforce save time and work more efficiently by bringing disparate pieces of information together, providing a concise summary of a work order. This feature works across all experiences: desktop application, web, and mobile.
- **Maintain customer facilities with enhanced capabilities:** [New location types](#) allow organizations to better manage complex buildings, campuses, and factories and location properties enable service providers to capture and organize critical location information.
- **Expedite service delivery with extended customer details:** [Capture manufacturer warranties, tag assets](#), and note location contact information to give frontline workers a comprehensive view of the asset they need to service, including where it is, if it's covered under warranty, and contacts where it's located.
- **Manage frontline worker certifications:** [Organizations can track insurance](#), licenses, and certifications for frontline workers via the new insurance table, and [enhanced characteristics](#) to ensure they can complete work at the quality customers expect and in compliance with legislation.
- Booking end times no longer get updated to the current time upon booking completion.

8.8.99.11

This release is a hotfix on Field Service version [8.8.99.10](#).

(Includes Universal Resource Scheduling version [3.12.112.5](#) and Resource Scheduling controls version 1.2.52.232844).

- No updates were made to Dynamics 365 Field Service in this release.

8.8.99.10

(Includes Universal Resource Scheduling version [3.12.112.5](#) and Resource Scheduling controls version 1.2.52.232511).

- Fixed a problem causing IoT properties to be converted from a string to a date value if a 4 digit number is entered.
- Dynamics 365 Field Service mobile: Fixed a race condition in inspections which could result in an error if work order service task is marked as complete quickly after the inspection is completed.
- Updated inspections to prevent inspection response from being created in some unexpected scenarios.

8.8.101.95 (2023 Wave 2 early access, update2)

(Includes Universal Resource Scheduling version [3.12.116.5](#) and Resource Scheduling controls version 1.2.55.232482).

Fixed 38 bugs across the new work order experience, insurance views on accounts, and locations categories forms. Some of the critical fixes included:

- Fixed a problem causing inline edits to quantities to not affect quantities to bill on work order products.
- Fixed a problem hiding service account contact details and preventing adding details in the contact sub grid on new work order.
- Fixed a problem hiding service tasks from the new work order form related menu.
- Fixed a problem preventing estimated subtotal price from showing when the estimate is 0.
- Fixed a problem where nothing would happen when trying to expand timeline notes from the work order side pane.

- Dynamics 365 Field Service mobile app: [Work Order Recap](#) preview for bookings and work orders on mobile.

8.8.98.36

(Includes Universal Resource Scheduling version [3.12.111.36](#) and Resource Scheduling controls version 1.2.51.232411).

- Fixed a bug that caused errors when navigating to Field Service settings.
- Job status on Field Service System Jobs is no longer required and will not be set to pending.
- Dynamics 365 Field Service mobile app: Fixed an accessibility bug by showing a string that informs the user when a required date field is not filled.
- Dynamics 365 Field Service mobile app: Fixed a crash in the Inspections control that could happen when the user interacts with date fields.

8.8.97.44

(Includes Universal Resource Scheduling version [3.12.110.18](#) and Resource Scheduling controls version 1.2.50.232152).

- Dynamics 365 Field Service mobile app: Fixed a bug to prevent a JavaScript error when accessing a Bookable Resource Booking with Offline Classic mode enabled.
- Dynamics 365 Field Service mobile app: Significantly improved reliability of the application when multiple images are uploaded within an Inspection.
- Dynamics 365 Field Service mobile app: Improved error messages to be more actionable when missing customer voice survey responses in Inspections.
- Dynamics 365 Field Service mobile app: Fixed a visibility issue that occurs when exporting to PDF the Inspections questions in a survey that contains logic.

8.8.101.57 (2023 Wave 2 early access, update1)

(Includes Universal Resource Scheduling version [3.12.114.11](#) and Resource Scheduling controls version 1.2.54.232001).

New and improved work order experience: Our new work order enhancements are designed to make your life easier. With reduced time and effort required to understand the current state of work orders, you can provide quick updates to customers, ensure that frontline workers have the information they need for on-site service, and easily track high-priority work. The dynamic card feature allows you to take action and move

work orders through each stage seamlessly, while our redesigned tasks experience and reference tab streamline the knowledge-sharing process for everyone involved.

AI-powered work order recap: Copilot in Field Service helps your workforce save time and work more efficiently by bringing disparate pieces of information together, providing a concise summary of a work order. This feature works across all experiences: desktop application, web, and mobile.

8.8.101.48 (2023 Wave 2 early access)

(Includes Universal Resource Scheduling version [3.12.115.1](#) and Resource Scheduling controls version 1.2.54.232001).

- **Maintain customer facilities with enhanced capabilities:** [New location types](#) allow organizations to better manage complex buildings, campuses, and factories and location properties enable service providers to capture and organize critical location information.
- **Expedite service delivery with extended customer details:** [Capture manufacturer warranties, tag assets](#), and note location contact information to give frontline workers a comprehensive view of the asset they need to service, including where it is, if it's covered under warranty, and contacts where it's located.
- **Manage frontline worker certifications:** [Organizations can track insurance](#), licenses, and certifications for frontline workers via the new insurance table, and [enhanced characteristics](#) to ensure they can complete work at the quality customers expect and in compliance with legislation.
- Booking end times no longer get updated to the current time upon booking completion.

8.8.96.23

(Includes Universal Resource Scheduling version [3.12.109.2](#) and Resource Scheduling controls version 1.2.49.231861).

- Dynamics 365 Field Service mobile app: Fixed an accessibility bug so users can modify product quantity with a keyboard from the Service Tasks sub-grid control.

8.8.95.25

(Includes Universal Resource Scheduling version [3.12.108.5](#) and Resource Scheduling controls version 1.2.48.231771).

- Fixed a bug causing IoT Alert statuses to change when no change to the Work Order system status has occurred.
- Fixed a bug in Dynamics 365 Field Service mobile app that prevented updating status of a work order product when the record is created from within the mobile application.
- Fixed an accessibility bug in the inspection designer to correctly reflow the interface under different resolutions.
- Fixed an accessibility bug in the inspection designer to make “move” and “delete” buttons accessible via keyboard.
- Fixed an accessibility bug in the inspection designer so Narrator announces when a field is marked as required.

8.8.94.28

(Includes Universal Resource Scheduling version [3.12.107.2](#) and Resource Scheduling controls version 1.2.47.231641).

- Fixed an issue that duplicated the *Confirm invoice* button in non-Field Service entities.
- Dynamics 365 Field Service mobile app: Fixed a bug in the Inspections Template Designer where the template was not accessible after changing device orientation from landscape to portrait.
- Dynamics 365 Field Service mobile app: Enabled Windows app button *Update Geo Location* on customer asset entity.

8.8.93.28

(Includes Universal Resource Scheduling version [3.12.106.7](#) and Resource Scheduling controls version 1.2.46.231371).

- Added graceful handling of addresses that are too long to be converted to latitude and longitude values.
- Fixed a bug preventing time entry approval when a resource has a null hourly rate and the work pay type has a non-zero hourly markup.
- Inspections: Fixed a bug where the incorrect UTC time offset was applied when writing Date Time inspection response data to Dataverse. Note this may have the side effect of surfacing in the UI the values that were previously incorrectly written.
- Dynamics 365 Field Service mobile app: Updated the Quick Notes control to have verbose save failures in instances when the control is misconfigured and/or duplicate copies of the control is added to a single form.

8.8.92.27

(Includes Universal Resource Scheduling version [3.12.105.25](#) and Resource Scheduling controls version 1.2.45.231281).

- Fixed a problem preventing IoT device visualization from initializing.
- Command lookup on the IoT Command form now correctly appears as optional.
- Fixed a problem with console errors when a user interacts with a work order that has a service or billing account that they do not have read permissions for.
- Fixed a bug in the inspections designer which prevented access to all attributes when an entity lookup contained more than 50 items.
- Dynamics 365 Field Service mobile app: Updated PowerApps Component Framework controls to adopt recent API changes related to nested linked entities.

8.8.91.36

(Includes Universal Resource Scheduling version [3.12.104.14](#) and Resource Scheduling controls version 1.2.44.231111).

- Improved performance of booking creation.
- Dynamics 365 Field Service mobile app: Updated solution package to ship standard forms for msdyn_bookableresourcebookingquicknote.

8.8.89.38

This release is a hotfix on Field Service version [8.8.89.34](#).

(Includes Universal Resource Scheduling version [3.12.103.21](#)).

- Fixed a bug that prevented saving records after an address change when Auto Geocode Address and Enable Address Suggestions are enabled in Field Service settings.

8.8.89.34

(Includes Universal Resource Scheduling version [3.12.103.12](#) and Resource Scheduling controls version 1.2.43.230971).

- Fixed a bug preventing work orders created from an asset to have their location set to the asset's functional location.
- NVDA/Narrator now announces status message "Match found" when searching a keyword in the assets and location tab on accounts, assets, and locations.

8.8.88.62

This release is a hotfix on Field Service version [8.8.88.56](#).

(Includes Universal Resource Scheduling version [3.12.102.24](#)).

- Fixed a bug that prevented saving records after an address change when Auto Geocode Address and Enable Address Suggestions are enabled in Field Service settings.

8.8.88.56

This release is a hotfix on Field Service version [8.8.88.54](#).

- Fixed a bug preventing some EA customers using the NTE control from being able to upgrade to GA.
- Fixed a bug preventing the asset and functional location trees from loading when tens of thousands of assets exist in the system.

8.8.88.54 (2023 wave 1 release)

(Includes Universal Resource Scheduling version [3.12.102.17](#) and Resource Scheduling controls version 1.2.42.230871).

- Use the [Not-to-exceed feature](#) to ensure cost and price expectations on work orders are met every time.
- [Organize your provided services based on trades](#), and set up trade coverages based on which services you provide to groups of customers.
- Use global search to quickly search for and navigate to bookings.
- New price and cost summaries have been added to work orders to track financials. Enable or disable cost tracking in field service settings. Cost information and cost amount cards on work order products and services are now controlled by the Calculate Cost toggle in Field Service settings. Organizations that disabled the Calculate Price toggle will have these sections appear on work order products and services unless they turn off the Calculate Cost toggle.
- Dynamics 365 Field Service mobile app: [AsyncOnSave](#) is enabled for the Field Service Mobile app module.
- Dynamics 365 Field Service mobile app: Booking agenda has options for week & month view on iOS and Android tablets and the Windows application.
- Dynamics 365 Field Service mobile app: Updated survey creator control to exclude survey meta data from telemetry.

8.8.87.35 (2023 Wave 1 early access, update1)

(Includes Universal Resource Scheduling version [3.12.101.3](#) and Resource Scheduling controls version 1.2.41.230631).

This release is an update to Field Service 2023 Wave 1 early access version [8.8.87.7](#).

- Use the [Not-to-exceed feature](#) to ensure cost and price expectations on work orders are met every time.
- [Organize your provided services based on trades](#), and set up trade coverages based on which services you provide to groups of customers.
- Use global search to quickly search for and navigate to bookings.
- New price and cost summaries have been added to work orders to track financials. Enable or disable cost tracking in settings.
- Dynamics 365 Field Service mobile app: Replaced [deprecated Input Number](#) control with standard text input field.

Note: There is a known issue where an incident type's trade is applied to work orders when trade is disabled.

8.8.84.16

This release is a hotfix on Field Service version [8.8.84.13](#).

- Dynamics 365 Field Service mobile app: Updated survey creator control to exclude survey meta data from telemetry.

8.8.84.13

(Includes Universal Resource Scheduling version [3.12.98.7](#) and Resource Scheduling controls version 1.2.38.230543).

- No updates were made to Dynamics 365 Field Service in this release.

8.8.83.23

This release is a hotfix on Field Service version [8.8.83.21](#).

- Dynamics 365 Field Service mobile app: Updated survey creator control to exclude survey meta data from telemetry.

8.8.83.21

This release is a hotfix on Field Service version [8.8.83.19](#).

(Includes Universal Resource Scheduling version [3.12.97.18](#) and Resource Scheduling controls version 1.2.37.230406).

- No updates were made to Dynamics 365 Field Service in this release.

8.8.83.19

(Includes Universal Resource Scheduling version [3.12.97.9](#) and Resource Scheduling controls version 1.2.37.230406).

- Fixed a bug that prevented opportunities to be converted to work orders when the account is indirectly linked through the opportunity contact.
- Fixed a bug preventing work order Completed On time from being set when the work order status changed to posted and at least one open booking is cancelled.
- Dynamics 365 Field Service mobile app: Android app now supports image multi-select when uploading to inspections.
- Dynamics 365 Field Service mobile app: Fixed a bug which was preventing export of inspection response to PDF when the inspection template included a question with date/time format.
- Dynamics 365 Field Service mobile app: Fixed a bug on the Windows application where in some locales the “get directions” link did not pass the supported lat/long format for local version of Bing Maps.
- Dynamics 365 Field Service mobile app: Fixed a bug to delay work order form save if Duration is updated without corresponding Duration to Bill field update.

8.8.87.7 (2023 Wave 1 early access)

(Includes Universal Resource Scheduling version [3.12.100.2](#) and Resource Scheduling controls version 1.2.40.230251).

The release is only applied when an environment is opted into Early Access and introduces the Field Service 2023 Wave 1 features.

- The asset and functional location tree view control will better support having assets with children located elsewhere. Assets at a different functional location than their parent asset will now show as both a child asset and as a child of the functional location with info icons calling out the nuances.

8.8.82.52

This release is a hotfix on Field Service version [8.8.82.35](#).

(Includes Universal Resource Scheduling version [3.12.96.38](#)).

- No updates were made to Dynamics 365 Field Service in this release.

8.8.82.35

(Includes Universal Resource Scheduling version [3.12.96.25](#) and Resource Scheduling controls version 1.2.36.230171).

- Greatly improved the performance of the asset and functional location tree control for large hierarchies.

8.8.81.89

This release is a hotfix on Field Service version [8.8.81.81](#).

- Fixed an issue where the functional location and asset tree control would sometimes display the wrong hierarchy.

8.8.81.81

(Includes Universal Resource Scheduling version [3.12.92.14](#) and Resource Scheduling controls version 1.2.35.223541).

- Significant performance improvements of the asset and functional location tree control to support large hierarchies.
- Fixed a bug causing work orders to be left in a partially deleted state when deletion failed.
- Dynamics 365 Field Service mobile app: AsyncOnSave has been enabled for Work Order validations.
- Dynamics 365 Field Service mobile app: Fixed a bug where an unexpected error could occur in the mobile app if msdyn_incidenttyperesolution table is removed from the mobile offline profile.
- Dynamics 365 Field Service mobile app: Fixed a bug in read-only inspections that a multi-line text box expands correctly.

8.8.80.48

(Includes Universal Resource Scheduling version [3.12.92.14](#) and Resource Scheduling controls version 1.2.34.223411).

- Fixed a bug causing RTV substates to be lost after editing.
- Fixed a problem preventing inventory transfer search from filtering results.

8.8.79.32

This release is a hotfix on Field Service version [8.8.79.18](#).

- Dynamics 365 Field Service mobile app: Fixed keyboard visibility when interacting with entity lookup within an inspections question.

8.8.79.18

(Includes Universal Resource Scheduling version [3.12.92.14](#) and Includes Resource Scheduling controls version 1.2.32.222981).

- Dynamics 365 Field Service mobile app: When exporting a PDF of inspections responses, images which were uploaded as part of the inspection will be sized to fit the page and maintain their original aspect ratio.
- Fixed a bug preventing the deletion of work order service tasks with the deletion of work orders
- Fixed a bug showing inactive functional locations on work order location lookups.

8.8.78.41

This release is a hotfix on Field Service version [8.8.78.23](#).

Dynamics 365 Field Service mobile app: fixed a bug impacting Field Service <8.8.78.23> which intermittently resulted in an error when accessing the Booking Status control.

8.8.78.23

(Includes Universal Resource Scheduling version [3.12.92.14](#)).

- Fixed a bug that prevented showing the **View all** button during reflow of frontline worker setup.
- Fixed a bug that prevented accessing the **Play** button via keyboard on Getting Started.
- Sales Tax Code now shows quick create of taxable work orders.

- Dynamics 365 Field Service mobile app: Added support for advanced filtering of date/time on the calendar control.

8.8.77.41

(Includes Universal Resource Scheduling version [3.12.91.2](#)).

- Fixed a bug causing an error when loading an existing knowledge article from work order or product forms.
- Dynamics 365 Field Service mobile app: When an Offline enabled mobile application has network access, it will now fetch data from the server if the record is not found in the mobile offline profile. If network access is not available to the device requesting a record not found in the offline profile, a more specific error message will be shown to the user informing them of the missing table.
- Dynamics 365 Field Service mobile app: Improvements to device memory management while using the mobile application.
- Dynamics 365 Field Service mobile app: Fixed a bug which was preventing the agenda view from being available on certain tablet models.
- Dynamics 365 Field Service mobile app: Improved an error message that was shown when trying to mark a product as used from the service task sub-grid while the product is inactive.
- Dynamics 365 Field Service mobile app: Fixed a bug which was preventing Inspections - File Type question from selecting multiple files.

8.8.76.55

This release is a hotfix on Field Service version [8.8.76.42](#).

(Includes Universal Resource Scheduling version [3.12.90.2](#)).

(Includes Resource Scheduling controls version 1.2.30.222771).

No updates were made to the Dynamics 365 Field Service mobile app in this release.

8.8.76.42

(Includes Universal Resource Scheduling version [3.12.90.2](#)).

- Fixed a bug in which the duration field is not copied from a requirement group template associated with an incident type to the work order.
- Dynamics 365 Field Service mobile app: Tabs will persist on screen while scrolling down within a form, allowing a user to navigate to a new tab without scrolling to

the top of the form. This feature is enabled by default for the Field Service Mobile app module and needs to be [enabled via App Settings for custom app modules](#).

- Dynamics 365 Field Service mobile app: When exporting inspections response to PDF, questions marked as not visible will not be exported and visible in the PDF.

8.8.75.142(2022 Wave 2 early access, update2)

This release is an update to Field Service 2022 Wave 2 early access version [8.8.75.59](#).

(Includes Universal Resource Scheduling version [3.12.88.3](#)).

8.8.74.34

(Includes Universal Resource Scheduling version [3.12.85.11](#)).

- Fixed a bug preventing setting visibility of a question through two rules in Inspection logic.
- Fixed a bug preventing the create new button from appearing on Time Entry Screen when Offline Profile is enabled.
- Dynamics 365 Field Service mobile app: Improved device memory usage when accessing the Work Order Service Task Inspection control.
- Dynamics 365 Field Service mobile app: Fixed a bug so form validation won't run when the form is clean. This will reduce error "Validations have been restarted in the background because of inconsistent validation data."

8.8.73.63

(Includes Universal Resource Scheduling version [3.12.84.3](#)).

- Fixed a bug that showed a null exception when the EstimatedDuration field wasn't on work order incident form.
- Fixed an accessibility issue with high contrast mode on Connected Field Service device readings that prevented the show/hide controls from being displayed.
- Fixed a bug preventing device IDs from being set on Connected Field Service devices during a form refresh.
- Fixed a bug that prevented setting Lat/Lon when a functional location's address is partially updated.
- Fixed a bug on inventory adjustment product form that created errors when the inventory transfer field is removed through customization.
- Bing maps will now be enabled by default for non-EU regions, and resource scheduling will connect to maps by default.

- Dynamics 365 Field Service mobile app: Added an app setting to enable 2022 Wave 2 changes to the mobile command bar. Changes include removing commands (Delete & Process) when not applicable to the user role, moving some underused commands to the end of the command list, and moving the command bar to top of the screen on tablet devices.

8.8.75.59 (2022 Wave 2 early access, update1)

This release is an update to Field Service 2022 Wave 2 early access version [8.8.75.36](#).

(Includes Universal Resource Scheduling version [3.12.87.3](#)).

- Fixed a bug in reflowing the connected field service tree control that prevented the 'more options' button and 'show assets' checkbox from being visible.

8.8.72.55

This release is a hotfix on Field Service version [8.8.72.27](#).

- A bug in inspection flows prevented service tasks from being marked completed.

8.8.72.27

(Includes Universal Resource Scheduling version [3.12.83.6](#)).

- Fixed a bug that showed inactive location records in the asset & location tree view.
- Fixed a bug on work order form load that prompted users with insufficient permissions to read service account details.
- Fixed a bug that prevented units from being populated on a new inventory adjustment through the quick create form.
- Fixed a bug in the initialization of work order functional location entity references that caused dependent customizations to fail.

8.8.75.36 (2022 Wave 2 early access)

(Includes Universal Resource Scheduling version [3.12.86.7](#)).

The release is only applied when an environment is opted into Early Access and introduces the [Field Service 2022 Wave 2](#) new and updated features as outlined in the release notes.

In addition, this release also includes the following changes:

- Fixed a bug where estimated duration wasn't set on work order services created from agreements.
- Fixed a bug where resource pay type wasn't reflected in actuals when Time Cost Actuals Source is set to 'Work Order Time Entry Approval'.

8.8.71.55

This release is a hotfix on Field Service version 8.8.71.41.

- A bug in inspection flows prevented service tasks from being marked completed.

8.8.71.41

(Includes Universal Resource Scheduling version 3.12.82.14).

8.8.70.57

This release is a hotfix on Field Service version 8.8.70.26.

- A bug in inspection flows prevented service tasks from being marked completed.

8.8.70.26

(Includes Universal Resource Scheduling version 3.12.81.3).

- Fixed a bug preventing changes to currency exchange rates to be reflected in work order products.
- Fixed a bug where inactive asset and functional location records showed in the asset tree view.
- Fixed a bug that allowed service tasks with an inspection to get marked completed when missing responses to mandatory questions.
- Dynamics 365 Field Service mobile app: Added ability to set an Inspection response as read only when a Work Order Service Task is in an inactive state.

8.8.69.53

(Includes Universal Resource Scheduling version 3.12.80.9).

No updates were made to the Dynamics 365 Field Service mobile app in this release.

8.8.68.25

(Includes Universal Resource Scheduling version 3.12.79.16).

- Dynamics 365 Field Service mobile app: Improved accessibility of Booking Status control with Talkback and VoiceOver enabled.
- Dynamics 365 Field Service mobile app: Inspections File Picker will open correctly on the Windows application.
- Dynamics 365 Field Service mobile app: While using the application in online mode, the Product View Control will validate inventory and prompt with an error if trying to use a Product, which doesn't have quantity available. Note this prompt may be a confirmation depending on status of [Use of product out of Stock](#) setting.
- Add a condition to workflow (GenerateGeofenceWhenBookingIsCreated) to check that the Booking has a Work Order to avoid making unnecessary plugin calls.

8.8.67.16

(Includes Universal Resource Scheduling version 3.12.78.23).

- Fixed a bug where screen readers were reading "Default value" text boxes as "Question edit" in inspections.

8.8.66.27

(Includes Universal Resource Scheduling version 3.12.77.18).

- Fixed a bug that prevented the assets and locations tab from being hidden via customization.

8.8.65.10

(Includes Universal Resource Scheduling version 3.12.76.1).

- Mobile offline: Fixed a bug where under some conditions, when multiple bookings are assigned to a work order, the resource wouldn't be able to complete service tasks.

8.8.64.13

(Includes Universal Resource Scheduling version 3.12.75.2).

- Fixed a bug that prevented bookings from being generated via agreement booking setups when the agreement is assigned to "SYSTEM" user.

- Fixed a bug that prevented the checkbox question from focusing properly in the designer when navigating via keyboard.
- Fixed a SurveyControl bug that prevented the inspection template form from being saved with no columns.
- Fixed a bug that prevented deserialization of inspection responses during translation.
- The "Check if forms have unhealthy customizations" rule now provides better warning messages, and will provide an in-app notification by default.

8.8.63.22

This release is a hotfix on Field Service version 8.8.63.20.

- Fixed a bug where opening the audit history on a work order would fail and show an error.

8.8.63.20

(Includes Universal Resource Scheduling version 3.12.74.1).

- Dynamics 365 Field Service mobile app will now use native mobile device controls when inputting date and time.
- Dynamics 365 Field Service mobile app will now display optimized mobile keyboards when interacting with fields of specific input type: numeric, decimal, telephone, email, and URL.
- Dynamics 365 Field Service mobile app timeline control will now support uploading files from the mobile device in addition to photos.
- Dynamics 365 Field Service mobile app will no longer show "Start Task Flow" within global commands by default.
- Dynamics 365 Field Service mobile Windows app will now include map view within the booking calendar control.
- The **Customer** tab of the mobile bookable resource booking form will include a phone number field for the primary contact of the work order service account.
- The **Customer** tab of the mobile bookable resource booking form will support an optional third row of text for street address.

8.8.62.26

(Includes Universal Resource Scheduling version 3.12.73.25).

- Dynamics 365 Field Service mobile app: Fixed a bug so booking calendar control will no longer jump to incorrect date when scrolling through bookings on iOS.
- Dynamics 365 Field Service mobile app: Enabled the agenda view on the booking calendar control for tablets and Windows devices.
- Dynamics 365 Field Service mobile app: Added customer phone number field to the out-of-the-box customer details tab on the bookable resource booking and work order forms.
- Updated privacy messages on landing page for Bing Maps.

8.8.61.21

This release is a hotfix on Field Service version 8.8.61.14.

- Dynamics 365 Field Service mobile app: Fixed a bug so booking calendar control will no longer jump to incorrect date when scrolling through bookings on iOS.

8.8.61.14

(Includes Universal Resource Scheduling version 3.12.72.9).

- Fixed a bug where a work order's price list, set from a service account, is cleared when changing work order type.
- Fixed a bug where the price list lookup on agreement invoice product form was showing units instead of price lists.
- Fixed a bug where service durations were rounded up when converting opportunities to work orders.

8.8.60.21

This release is a hotfix on Field Service version 8.8.60.18.

(Includes Universal Resource Scheduling version 3.12.71.20).

8.8.60.18

(Includes Universal Resource Scheduling version 3.12.71.16).

- Dynamics 365 Field Service mobile app will correctly show times adjusted for daylight saving time on the booking calendar control.
- Field Service admins will see a notification within Dynamics 365 Field Service if their organization is using Field Service Mobile (Xamarin app). This notification will

- inform users of the upcoming [end-of-Life](#) timeline for Field Service Mobile (Xamarin app).
- Dynamics 365 Field Service mobile app to prevent an intermittent error from displaying after selecting a push notification.

8.8.59.26

This release is a hotfix on Field Service version 8.8.59.22.

- Fixed a bug in Dynamics 365 Field Service mobile app to correctly adjust times shown in the booking calendar control for daylight saving time.

8.8.59.22

(Includes Universal Resource Scheduling version 3.12.70.3).

- Dynamics 365 Field Service mobile app: quick notes component will now respect maximum character length as defined in `msdyn_text`.

8.8.58.9

(Includes Universal Resource Scheduling version 3.12.69.1).

- Fixed bug: Estimated duration in the incident was incorrectly recalculated to zero even if it was originally set to one hour when work order service tasks with estimated duration of zero are deleted.
- Fixed bug: In the Dynamics 365 Field Service mobile app, introduced a fix to prevent the booking calendar control from jumping or jittering when scrolling through bookings.

8.8.57.19

(Includes Universal Resource Scheduling version [3.12.68.8](#)).

- Fixed bug: **Date Window Start** and **Date Window End** fields aren't visible when field service settings are updated to show.
- Fixed bug: Customer can't set **Auto Generate Work Order** to **No** with the agreement business process flow.
- Fixed bug: Case field **Description** wasn't copied to work order instructions fields.
- Fixed bug: Dynamics 365 Field Service mobile app--under some circumstances, navigating back from a booking to the booking calendar would display previous month instead of current month.

8.8.56.23

(Includes Universal Resource Scheduling version [3.12.67.1](#) (Includes Resource Scheduling controls version 1.2.8.213282)).

- Field Service mobile: Input fields on the **Bookable Resource Booking – Service** form component will now be positioned below the field label, improving readability by allowing the field to fill the horizontal width of the form.

8.8.55.10

(Includes Universal Resource Scheduling version [3.12.67.1](#) (Includes Resource Scheduling controls version 1.2.7.213012))

- FS sample data is failing to install due to old version of Package Deployer. Current work around is to request a trial from [Field Service | Microsoft Dynamics 365](#), which has sample data.
- Bug fix for Work Order estimate SubTotal and Estimate Total Amount not considering the Unit of the product.

8.8.54.21

(Includes Universal Resource Scheduling version [3.12.66.3](#)).

- Fixed issue where updating work order product failed for users with limited privileges to the parent work order record.
- Updated the Field Service dispatcher and resource security roles to have the read privileges of `BookingSetupMetadata` set to organization.
- Work order, customer asset, incident type, IoT alert and IoT device tables are now indexed for search by default.
- Removed string 'Work Order unassigned' from Field Service Mobile calendar when a booking is shown on the calendar without a linked work order.

8.8.53.36

This release is a hotfix on Field Service version [8.8.53.27](#).

8.8.53.27

(Includes Universal Resource Scheduling version [3.12.65.6](#)).

- Bug fix to address "Please wait" message not closing for **Convert to WO** on case form.
- Fixed a bug in Dynamics 365 Field Service mobile app to reset travel calculation variables after successful save.

8.8.52.127

This release is a hotfix on Field Service version [8.8.52.125](#).

(Includes Universal Resource Scheduling version [3.12.64.78](#)).

8.8.52.125

This release is a hotfix on Field Service version [8.8.52.123](#).

- Bug fix where instructions field clears on work order save.

8.8.52.123

This release is a hotfix on Field Service version [8.8.52.121](#).

- Fixed bug causing issue loading preview of an inspection template in certain scenarios.

8.8.52.121 (2021 Wave 2 release)

(Includes Universal Resource Scheduling version [3.12.64.46](#)).

- Added a product deletion validation with dialog when the product is associated with purchase orders that must be deleted before the product can be deleted.
- Better save experience on booking dialog to address save being blocked by pending booking status validations.
- Fix bug where the **Export Selected Records** command wasn't available when multiple items were selected in the work order list view.
- Knowledge articles ("Linked Articles") subgrid has been moved below **Resolutions** subgrid on the bookable resource booking services tab in the Dynamics 365 Field Service mobile app.

8.8.51.168 (2021 Wave 2 early access, update 2)

This release is an update to Field Service 2021 Wave 2 early access version [8.8.51.114](#).

(Includes Universal Resource Scheduling version [3.12.62.63](#)).

- When there's only one price list per currency on the billing account, we apply that price list to new agreements, work orders, and return merchandise authorizations (RMA).
- Added a tax code quick create form.
- Fixed issue where estimate duration field on work order incident form isn't updated correctly when deleting or deactivating child service tasks.
- Added field **Field Service Product Type** to the product quick create form used in the Dynamics 365 Field Service mobile app.

8.8.50.13

(Includes Universal Resource Scheduling version [3.12.52.4](#)).

- Fixed a bug in Dynamics 365 Field Service mobile app where bookings weren't always showing in agenda or day view when accessing from work order.
- Fixed a bug where an error was shown while trying to add a "used" work order product in Dynamics 365 Field Service mobile app while offline.
- Added new entries in Solution Hub to help flag configuration issues with Field (Dynamics 365) Service mobile app.
- Improved the Field Service Solution health rules related to agreements to exclude inactive records from evaluation.

8.8.49.21

(Includes Universal Resource Scheduling version [3.12.51.1](#)).

- Corrected an issue where inactive service tasks could still be created as work order service tasks when generating a work order from an agreement booking setup that had an incident type referencing the inactive service task type.
- Resolved a potential null reference error related to work order service tasks that don't have a value in the inspection lookup, which could block the creation of the work order service task.
- Fixed an issue with potentially inconsistent values in the **Total Amount** field of a work order service.
- Improved unclear error messaging on work orders.
- Resolved an issue where, if a work order product or work order service was reparented between work orders, the impacted work orders' **Estimated Subtotal Amount** wasn't accurately recalculated.

8.8.51.114 (2021 Wave 2 early access, update 1)

This release is an update to Field Service 2021 Wave 2 early access version [8.8.51.75](#).

(Includes Universal Resource Scheduling version [3.12.61.21](#)).

- Improved the logic that updates the **Instructions** field on the work order when the service account is updated.
- Dynamics 365 Field Service mobile app calendar will show a text informing when a booking is scheduled without work order assigned.

8.8.48.30

This release is a hotfix on Field Service version [8.8.48.23](#).

- Fixed script error on quick create opportunity form.

8.8.48.23

(Includes Universal Resource Scheduling version [3.12.50.27](#)).

- Resolved a permissions inheritance issue that could impact users who have a role that worked when users belonged to a team with the same role.
- Fixed an issue related to decimal point number formatting with inspections when using a symbol other than the dot to indicate the decimal place.
- Dynamics 365 Field Service mobile app added the ability to configure custom fields on the mobile booking calendar control.

8.8.51.75 (2021 Wave 2 early access)

(Includes Universal Resource Scheduling version [3.12.49.18](#)).

The release is only applied when an environment is opted into Early Access and introduces the [Field Service 2021 Wave 2](#) new and updated features as outlined in the release notes.

In addition, this release also includes the following changes:

- Multi-line text fields in the Dynamics 365 Field Service mobile app forms will dynamically expand in height to show all content within the field.
- Metadata including image and description is added for Dynamics 365 Field Service mobile app controls.

- Work order in the Dynamics 365 Field Service mobile app will default to use modern task-completion controls for WOS, WOP, and WOST.
- Minor text-casing changes within tabs of the Field Service mobile app product form.
- Improved views for Incident Type Product, Incident Type Service, and Incident Type Service Task.
- Improved views for Work Order Incident.
- Move Product Inventory to the top of the "Inventory" area within the Field Service app.
- Improved error handling on certain crew related booking scenarios.
- Added plugin validation to enforce that "Product" is required for a work order product.
- Added plugin validation to enforce that "Service" is required for a work order service.
- Corrected an issue where, when updating the currency on an existing work order, the Estimated Subtotal Amount currency wasn't accurately reflecting the update.
- Resolved an issue on order lines in custom apps which could cause the order field not to be populated as expected if the app contained certain customizations.
- Improved tab naming on the Booking Journal entity.
- When deleting or deactivating the last work order service task on a work order incident with duration, the duration of the work order incident updates, appropriately.
- Made keyboard and usability improvements to the Assets and Locations control.
- Resolved an issue where, when cycling a work order product from estimated to used and back multiple times could leave a previous value in unit amount which should have been nullified.

8.8.47.21

(Includes Universal Resource Scheduling version [3.12.49.18](#)).

- Resolved an issue where the user-provided Price list value on a work order could be cleared under certain form customization scenarios.
- Corrected a validation issue on work order incidents that was causing users to be blocked from being able to update the work order incident's duration even when there were no work order service tasks on the record that carried a duration.
- Improved error handling on work order service task creation to provide a more specific error under certain circumstances.

8.8.46.28

This release is a hotfix on Field Service version [8.8.46.26](#).

- Reverted an internal code change to avoid potential performance impact.

8.8.46.26

(Includes Universal Resource Scheduling version [3.12.49.18](#)).

- Update Field Service booking form logic to automatically update **Actual Arrival Time** on update of **Start Time** if the pre-change values of **Start Time** and **Actual Arrival Time** were the same.
- When creating a follow-up work order from Dynamics 365 Field Service mobile app, there will be a link created between the source and new work order.
- Dynamics 365 Field Service mobile app calendar control will now show date and time format based on personalized settings.
- Fixed an issue where booking status was showing "undefined" in mobile map control.
- Corrected an issue where, when a work order product was moved from one work order to another, the respective work orders' **Estimated Subtotal Amount** values weren't being recalculated.
- Resolved an issue with purchase order product records that kept the **Product** field active and editable even when the record's status was inactive.
- Fixed an issue with **Enhanced Background Processing** on agreements where an object reference error could occur when updating agreement invoice setup records if the workflow is deactivated.
- Added Field Service health improvements including rule enhancements and new rules.
- Applied performance improvements.

8.8.45.47

This release is a hotfix on Field Service version [8.8.45.47](#).

- Reverted an incorrect validation on work order incident which caused the **Estimated Duration** field for the work order incident to be read-only if the work order incident contained work order service task records, even if those work order service task records didn't have a defined estimated duration.

8.8.45.45

This release is a hotfix on Field Service version [8.8.45.35](#).

- Fixed an issue that could cause an error when the legacy address suggestion control was used on custom forms.
- Reverted a previous performance change which under certain circumstances could cause an error to occur.

8.8.45.35

(Includes Universal Resource Scheduling version [3.12.48.25](#)).

- Created an **Advanced Settings** flag for *bookingjournal.durationcalculationwithoutseconds.optin=true/false* which, when true, ensures that booking journal duration is calculated without seconds to resolve potential visual discrepancies due to the number of seconds between milestone events.
- Resolved a script error message related to opening the agreement's main form.
- Fixed an incorrect crew booking cascade behavior after an initial crew's bookings were canceled and subsequently rescheduled with a new set of bookings.
- Resolved an issue with share/unshare logic on work orders with multiple bookings to multiple user resources.
- Corrected a localization issue with time formatting in the Field Service mobile agenda and map controls.
- Reverted a previous performance change which under certain circumstances could cause an error to occur.
- Improved Field Service health rule "Process definitions in draft status."
- Updated the validation for booking's **End Time** and **Actual Arrival Time** to allow them to have equal values.
- Updated booking logic to automatically update **Actual Arrival Time** if **Start Time** is updated and **Actual Arrival Time** isn't updated and where the pre-change **Start Time** is the same as pre-change **Actual Arrival Time**.
- Improved cascading logic for crew bookings to reduce the possibility of data discrepancies and related, downstream errors on shared booking fields, depending on the crew's defined strategy.
- Improved logic which populated the **Actual Arrival Time** to populate the value without seconds which weren't visible to the end user and which increased the potential for validation errors which would be potentially incorrect and unobvious to resolve.
- Fixed an issue where, if customers created agreement booking dates manually after the agreement booking setup create the initial set of agreement booking dates and retriggering the agreement booking setup to create agreement booking dates for an earlier, still-future time range, the agreement wouldn't generate

booking dates for the new time range prior to the manually created agreement booking dates.

- Added **Generate Actuals** toggle to Field Service settings which will allow organizations to disable actuals generation in Field Service. Additionally, when disabled, the time entry cost actuals generation field in Field Service settings is hidden since this setting becomes irrelevant.
- Improved Field Service health with additional rules.
- Applied performance improvements.

8.8.44.56

This release is a hotfix on Field Service version [8.8.44.52](#).

- Reverted an incorrect validation on work order incident that caused the **Estimated Duration** field for the work order incident to be read-only if the work order incident contained work order service task records, even if those work order service task records didn't have a defined estimated duration.

8.8.44.52

This release is a hotfix on Field Service version [8.8.44.50](#).

- Fixed an issue that could cause an error when the legacy address suggestion control was used on custom forms.

8.8.44.50

(Includes Universal Resource Scheduling version [3.12.47.108](#)).

This release is a hotfix on Field Service version [8.8.44.45](#).

- Reverted a previous performance change that under certain circumstances could cause an error to occur.

8.8.44.45

(Includes Universal Resource Scheduling version [3.12.47.98](#)).

This release is a hotfix on Field Service version [8.8.44.39](#).

- Fixed a permissions issue with the Field Service dispatcher role that could cause an error to be thrown when dragging an onsite requirement onto the schedule board when "Auto Update Booking Travel" is enabled.

8.8.44.39

(Includes Universal Resource Scheduling version [3.12.47.62](#)).

- Fixed an issue in the new mobile app faced with chart creation for bookable resource booking in customization settings.
- Fixed an issue with changing pricing fields.
- Fixed an issue where default view for customer asset lookup field on work order service task form couldn't be changed.
- Fixed an error in Field Service upgrade with the error saying that the element "tab" has incomplete content. -Fixed an issue with subgrids on work order form opening main form instead of quick create form.
- Removed an issue in agreement booking where the default system status was getting automatically updated to a different value.

8.8.43.101

This release is a hotfix on Field Service version [8.8.43.97](#).

- Reverted a previous performance change that under certain circumstances could cause an error to occur.

8.8.43.97

(Includes Universal Resource Scheduling version [3.12.46.64](#)).

This release is a hotfix on Field Service version [8.8.43.93](#).

- Sometimes, you might not want a booking start time to be set to current time when the booking status is set to "on site". A new setting has been added to Field Service advanced settings to address this. On adding `bookableresourcebooking.disablefsmtravelingcaluclations` set to `true` to the advanced settings, booking start time wouldn't be set to current time.

8.8.43.93

This release is a hotfix on Field Service version [8.8.43.77](#).

- Fixed a bug that removed the work hours tab from the resource form.

8.8.43.77

This release is a hotfix on Field Service version [8.8.43.51](#).

- Fixed some performance issues.

8.8.43.51

(Includes Universal Resource Scheduling version [3.12.46.21](#))

- Fixed an issue where work order product, work order service, or work order service task were getting created for inactive incident type product, service ask and service task respectively through agreements.
- Fixed an issue for invoices auto generated from work order that invoice date is sometimes updated to one day more or less than the actual date. A new advanced setting `Workorder.InvoiceDate.InUserTimeZone=true` has been added, which can be set to fix the issue.
- Corrected an issue in the case a custom real-time workflow is specified on work order after create to update any of the primary requirement fields. For example, priority where the requirement failed to reflect the changes.
- Fixed an issue where time-off request gets created incorrectly when the record is created from the portal and also incorrectly reflects in the schedule board.

8.8.42.66

(Includes Universal Resource Scheduling version [3.12.45.28](#)).

Includes all content from Field Service version 8.8.42.64.

8.8.42.64

This release is a hotfix on Field Service version [8.8.42.55](#).

- Fixed some performance issues.
- Fixed a bug that removed the work hours tab from the resource form.

8.8.42.55

This release is a hotfix on Field Service version [8.8.42.31](#).

- Fixed an issue in Field Service – Dynamics 365 mobile app where end time would be improperly set and cause unexpected time validation errors.

8.8.42.31

(Includes Universal Resource Scheduling version [3.12.45.7](#))

- Frontline workers can view bookings in a map view as well in the new mobile app.
- Fixed an accessibility issue with assets where the **More** button shown as triple dots was getting skipped from tabbing.
- Corrected an issue of `OnSave` event handlers being removed from case form on Field Service installation.
- Corrected behavior to not throw an error when the field `address1_line1` isn't present in the form.

8.8.41.58

This release is a hotfix on Field Service version [8.8.41.53](#).

- Fixed an issue in Field Service – Dynamics 365 mobile app where end time would be improperly set and cause unexpected time validation errors.

8.8.41.53

This release is a hotfix on Field Service version [8.8.41.28](#).

- Added an advanced setting to disable product bundle validation. If user sets `product.bundle.optout=true` then user would be able to add new or modify existing product bundle with Field Service type set.

8.8.41.28

(Includes Universal Resource Scheduling version [3.12.44.127](#))

- Fixed an issue in business process flow being available on a copied agreement.
- Corrected an issue with work order product where estimate total cost wasn't getting updated when quantity was changed.
- Fixed an issue in Field service settings **Inspections** tab where update of "Analytics enabled" and form save was failing.
- Updated to throw a form error if the user is trying to create a product bundle and they have set the **Field Service Product Type** value as product bundles can't be used with Field Service.
- Fixed an issue where notes failed to load in the Dynamics 365 Field Service mobile app when opened in airplane mode.
- Fixed an issue where upon opening a work order, an error dialog is shown when "Disable Customer asset validation state" is set to **Yes** under Field Service settings.

- Fixed an issue to enable users to change line status of work order product from null to some nonnull value without any error.
- Made performance improvements with system actions invoked during time entry view load.
- Corrected an issue where quick book triggered from the new work order experience wasn't respecting work order's territory.
- Fixed the following issues with inspections:
 - Selecting a date value from the date control automatically updated the date to one day before the selected date.
 - In the exported PDF, the question description was hidden.
 - Entity lookup value getting removed on change of focus.
 - Enhanced support for Hebrew, Arabic, Japanese characters in the imported JSON.
 - Fixed an issue with exported inspection JSON where options in checkbox, radio button, and dropdown questions were getting duplicated.
 - Fixed a performance issue in generating the inspection response pdf.
 - Fixed an issue with inspection load failure in offline with a lot of attachment questions.

8.8.40.141

This release is a hotfix on Field Service version [8.8.40.109](#).

- Fixed a Field Service upgrade issue when the relationship between knowledge article and customer asset/product already existed in the active layer.
- Fixed a Field Service upgrade issue that was throwing error like 'Property Inspection is required, but the declaration is missing'

8.8.40.109

(Includes Universal Resource Scheduling version [3.12.43.71](#)) This version introduces the Field Service 2021 Wave 1 new and updated features outlined as generally available. It also introduces all of the changes from the early access versions of this release.

This version also introduces the following key capabilities:

- First-run experience to get started setting up Field Service. This new experience can be seen in the **Get Started** section in the sitemap.
- Ability to assign frontline workers with characteristics, territories, and other properties. View or edit the security roles, field security profiles, and mobile offline profiles that are automatically assigned to the frontline worker. Automatically send an email to frontline workers with the link to download the Dynamics 365 Field

Service mobile app. Ability to view a list of all your frontline workers and edit their properties on the bookable resource form.

- Field Service's Bing maps capabilities are enabled by default. This update can also be seen in the **Get Started** section.
- Other than the work order form improvements released in early access, more enhancements have been made, including quick-create for work orders and making tax code optional.
- Question types textbox, radio buttons, checkboxes and dropdowns in inspection templates can now have default values also be set before publish.

Fixes include:

- Fixed an issue where work order service form couldn't be loaded properly from subgrid embedded in the custom quick view form of work order when **Work Order Subgrid Records Open as Popups** was enabled.
- Corrected an issue in entitlement application regarding slow performance in form library when there are a large number of accounts.
- Fixed an issue of duplicate agreement booking dates being generated for certain agreement and time zone criteria.

8.8.35.44

This release is a hotfix on Field Service version [8.8.35.27](#).

- Resolved an issue where, under certain circumstances, work orders with a primary incident type that also executes a synchronous workflow, could result in null fields on the work order and related primary resource requirement.
- Reverted the below change: "Updated behavior where estimated duration from agreement booking setup wasn't carried over to work order. Previously, duration from the resource requirement wasn't being used to calculate total estimated duration in the work order. This behavior has been updated; if no work order service task or incident is present, total estimated duration is obtained from the Requirement. If requirement duration is null, then we get value from booking setup metadata."

8.8.39.142 (2021 Wave 1 early access update)

This release is a hotfix on Field Service version [8.8.39.135](#).

- Fixed a Field Service upgrade issue when the relationship between knowledge article and customer asset or product already existed in the active layer.

- Fixed a Field Service upgrade issue that was throwing error: "Property Inspection is required, but the declaration is missing."

8.8.39.135 (2021 Wave 1 early access update)

(Includes Universal Resource Scheduling version [3.12.43.71](#)) This version introduces the Field Service 2021 Wave 1 new and updated features outlined as generally available. It also introduces all of the changes from the early access versions of this release.

This version also introduces the following key capabilities:

- First-run experience to get started setting up Field Service. This new experience can be seen in the **Get Started** section in the sitemap.
- Ability to assign frontline workers with characteristics, territories, and other properties. View or edit the security roles, field security profiles, and mobile offline profiles that are automatically assigned to the frontline worker. Automatically send an email to frontline workers with the link to download the Dynamics 365 Field Service mobile app. Ability to view a list of all your frontline workers and edit their properties on the bookable resource form.
- Field Service's Bing maps capabilities are enabled by default. This update can also be seen in the **Get Started** section.
- Other than the work order form improvements released in early access, more enhancements have been made, including quick-create for work orders and making tax code optional.
- Question types textbox, radio buttons, checkboxes and dropdowns in inspection templates can now have default values also be set before publish.

Fixes include:

- Fixed an issue where work order service form couldn't be loaded properly from subgrid embedded in the custom quick view form of work order when **Work Order Subgrid Records Open as Popups** was enabled.
- Corrected an issue in entitlement application regarding slow performance in form library when there are a large number of accounts.
- Fixed an issue of duplicate agreement booking dates being generated for certain agreement and time zone criteria.

8.8.39.118 (2021 Wave 1 early access update)

(Includes Universal Resource Scheduling version 3.12.42.5)

The early access update release is only applied when an environment is opted into early access and applies below fixes and changes to the early access release:

- New note-taking experience in Dynamics 365 Field Service mobile app allows users to quickly attach text, photo, video, and file notes to bookings.
- For inspections:
 - New capability to enable an inspection to be added to an asset directly for ad hoc inspection scenarios.
 - New ability to export inspection responses as PDF for a work order service task.
 - Textbox question can now have a read only value along with a default one.
 - New inspection setting added to disable automatic numbering of questions.
 - In matrix (dynamic) control a new setting has been added to allow "Add New" button to be removed.

Additional updates:

- Fixed an issue with work order service where discount percentage was getting cleared on the form when line status was changed from estimated to used.
- Corrected an issue to throw an error if an agreement booking incident is created with a customer asset that isn't associated to the service account on the corresponding agreement.

8.8.35.27

(Includes Universal Resource Scheduling version 3.12.36.2)

- Fixed an issue where an error was being thrown when clicking on save and close button after creation of time entry record or clicking on save button and going back to time entry grid.
- Fixed an issue with agreement booking setup when the currency in product and services wasn't getting picked up from its associated service account but the base currency in some cases.
- Fixed an issue in agreement setup wherein the billing account wasn't getting populated correctly for an agreement when the agreement was being created from an account.
- Corrected an issue where all the requirements weren't being canceled once the work order status was changed to closed - canceled.
- Inspections "Export to PDF" now includes support for Japanese text.
- Fixed an issue in work order service task creation with an inspection containing some special characters like '&' in the title.
- Corrected an issue with inspections containing date time type question where the question no longer remained editable after saving the work order service task and

user needed to refresh the page.

- Fixed an issue for inspections in Arabic language where uploaded file in a file type question wasn't showing up after form refresh and reopen, and the delete and clear files buttons at the uploaded file were also not working.
- Corrected an issue where update quantity failed for purchase order receipt product.
- Fixed an issue of failure in receiving notifications on iPhone in the Power Apps mobile app after scheduling a work order and when geofence record status is changed.
- Added a new solution health rule to check if the recurrence setting for agreement booking setup is present and is valid.
- Fixed an issue where the help center page was showing up in English instead of Japanese.
- Updated behavior where estimated duration from agreement booking setup wasn't carried over to work order. Previously, duration from the resource requirement wasn't being used to calculate total estimated duration in the work order. This behavior has been updated; if no work order service task or incident is present, total estimated duration is obtained from the Requirement. If requirement duration is null, then we get value from booking setup metadata.

8.8.39.37 (2021 Wave 1 early access)

(Includes Universal Resource Scheduling version 3.12.40.15)

The release is only applied when an environment is opted into Early Access and introduces the [Field Service 2021 Wave 1](#) new and updated features as outlined below for availability in early access:

- Work order resolution information capture
- Improved Field Service usability with major enhancements for the work order form, the account form, and changed a number of other customer-facing behaviors across a number of interaction points within the solution. -Replaced address suggestion experience with the new address control.
- Embedded knowledge management.
- For inspections:
 - Multilingual support for an inspection with a new tab 'Translation' in inspection designer.
 - Added filter condition support in entity lookup to reduce the lookup results.
 - Added compact layout option to show more questions in screen.
 - Added dependent entity lookup to improve filtering of results using another question in same inspection.

- Export an inspection as json and import an inspection json in another environment which is useful for moving long inspections.
- Rename of 'Inspections' sitemap entry to 'Inspection Templates.'
- Added a new button to publish an inspection template and create a service task type in one go.
- Added a new setting to enable online only scenarios to attach files and images larger than the current 3 mb limit. For this a setting has been added to Field Service Settings under the 'Advanced Settings' field as `inspection.allowuploadlargefilesonline=false`. To enable files more than 3 mb in size to be added when online, false can be changed to true.

In addition, this release also includes the following changes:

- Tax code has been made optional so that user isn't forced to enter data that isn't capable of supporting the complexity of the tax scenarios.
- Recently a new flag for `workorderincidentitem.statecodeupdate.optout` had been introduced. The dependency on this flag has now been removed. The `workorderincident` items state code would be updated only when new state code is different from old state code.
- Fixed an issue with work order product that estimate discount % is cleared on the form when using a decimal.
- Corrected an error with work order product that discount % is cleared on the form when line status is changed from estimated to used.
- Fixed an issue of missing details tab in the sales hub order.
- Corrected a behavior in time entry form that on save end date gets auto populated even if both end date and duration fields are made optional and null.
- Updated view name 'Purchase Order Lookup View' to 'Purchase Order.'
- A change has been made with work order incident duration to be read only when it has child service tasks with estimated durations so it matches the total durations of its child service tasks.
- Fixed an error while saving product and service based lines to quote.
- Updated the error string to be more descriptive of the issue when trying to save a user, account, contact, or work order if geocode action is disabled.
- Fixed an error of missing dialog to reparent pop-up in work order service task on adding non related customer asset when customer asset validation state and suggest reparenting customer asset are enabled.
- Optimized sync filters for entities like account, contact, and product to improve performance in model driven mobile app.
- Improved error message when a knowledge article is opened in offline mode on mobile.

- Fixed an issue of missing "Assets and Locations" and "Properties" tabs in an asset form.

8.8.34.63

(Includes Universal Resource Scheduling version 3.12.35.6)

Includes all content from Field Service version 8.8.34.18

8.8.34.18

(Includes Universal Resource Scheduling version 3.12.35.5)

- Fixed an issue regarding register devices command showing up in an asset form even though the environment isn't configured to use IoT.
- Fixed an issue with device ID field getting cleared when the asset form is refreshed.
- Fixed an issue in response generation after clicking on "Send Command" for an IoT device.
- Added date time support in inspections matrix control.
- Fixed an error opening Dynamics 365 Remote Assist if the support contact contains a user in Japanese.
- Fixed a console error when opening a customer asset quick create form from work order form due to absence of functional location.
- Corrected an issue in the population of *Time To Promised* and *Time From Promised* fields when the work order is created with an SLA.
- Fixed an issue with taxable while creating agreement from account record type.
- Fixed an issue in the creation of time entry from a bookable resource booking wherein a resource or work order wasn't getting populated.
- Fixed an issue in the Field Service model-driven app regarding icons for some entities not showing up in the sitemap.

8.8.33.99

(Includes Universal Resource Scheduling version 3.12.34.92)

Includes all content from Field Service version 8.8.33.61

8.8.33.98

(Includes Universal Resource Scheduling version 3.12.34.60)

Includes all content from Field Service version 8.8.33.61

8.8.33.61

(Includes Universal Resource Scheduling version 3.12.34.4)

- Allow technicians using the mobile app to quickly create follow up work orders.
- Optimize unwanted calls for IoT entities during form loads of work order and case.
- Corrected an issue with connected IoT device not showing up in connected device subgrid of the asset.
- Performance improvements in Connected Field Service and IoT asset.
- Removed deadlock errors on product inventory in the work order generation.
- Corrected an issue with resource requirement preferences to show up with requirements.
- Corrected batch size related error in work order sharing and unsharing.
- Fixed an issue in work order creation when rating value is null for a characteristic associated with agreement booking incident.
- Corrected privilege errors when trying to save work order and child records if there's no read privilege to Field Service settings.
- Improved the error handling when work order closure and the unit cost field of work order product isn't filled.
- Fixed the behavior to set custom default view for customer asset lookup control on the agreement booking incident form.
- Corrected an issue of missing "New" button on time entry form in IE 11.
- Fixed an error when saving work order resulting from an issue in the deletion of requirement resource preferences.
- For the error that service tasks get reactivated even when tasks are completed and work order is completed, a new flag
`workorderincidentitem.statecodeupdate.optout=true` can be added in the Field Service settings page in the "Advanced Settings" field, under the "Other" tab. The new flag can be added to any flags already present and delineated by a new line.
- Corrected an issue in geocode command button not being visible in offline sometimes.
- Excluded a sales related deprecated web resource.
- Corrected an issue with service tasks not showing up on mobile while offline.
- Fixed an issue with add and edit options being hidden for assets and functional locations.
- Corrected an issue in billing account population when creating a work order from account.
- Improved the usability of the matrix control in inspections.

8.8.32.61

This release is a hotfix on Field Service version 8.8.32.59

- Improved error handling when a work order is closed.
- Fixed a performance issue in IOT caused by a recent change.

8.8.32.59

(Includes Universal Resource Scheduling version 3.12.33.8)

Field Service

- For inspections:
 - Added the ability to capture photos for the file upload question type in Field Service Mobile.
 - Added barcode scan option to the textbox control.
 - Added a new control called "Matrix (Dynamic)" to the toolbox. Use this control to add a grid of questions to which you can add more rows dynamically while performing the inspection.
 - Increased the maximum character limit for the description of a question to 1000 characters.
 - Improved the "Export as pdf" behavior to include the new grid control and the questions hidden behind branching logic in the PDF generated for an inspection.
 - Added a new field "Depends on" to entity look up to filter lookup options based on response to another entity lookup question.
- Corrected booking journal duration calculation to be more accurate.
- Resolved an issue: upon reassigning a booking from a crew type resource to user type resource, the **Crew** and **Crew Member** fields wouldn't clear.
- Improved the behavior of "Generate Agreement Booking Dates" workflow instances to cancel if the parent workflow deactivates.
- Updated the customer asset quick create form to make it customizable.
- Improved pricing calculation of a work order product to ensure accuracy regardless of the user's privileges.
- Corrected an issue to enable more than 5000 work order products to associate to a work order.
- Resolved an issue in calculation of **Total Amount** in work order service when **Duration To Bill** is 0.
- Corrected an issue when loading the inspection designer for Italian orgs.
- Reverted a previous change for an issue: resource preferences wouldn't copy to the non-primary requirements introduced by an incident type requirement group.

- Corrected an issue: an error for "The given key wasn't present in the dictionary" error could pop up while saving a priority form.
- Resolved a false failure issue of Field Service Health rule that checked for web resources.

Field Service mobile app

- Created new controls for the work order service task, work order product, and work order service subgrids on the booking and work order form in Field Service Mobile. These controls were designed to give mobile technicians a quick and easy way to mark items complete or used and to have at-a-glance visibility into what still remains.
- Improved mobile offline filter handling for the time-off request table.

8.8.31.60

(Includes Universal Resource Scheduling version 3.12.32.1)

- Improved error handling and messaging when the work order table is missing a booking setup metadata record. Previously, this scenario would throw a generic object reference error, which didn't help troubleshoot the issue.
- Enabled viewing related agreement booking incident records from a customer asset. Previously, this relationship wasn't visible from the customer asset.
- Improved conversion of an opportunity into a work order. The conversion from opportunity with opportunity products, now maintains the defined opportunity product's **Sequence Number** as **Line Order** in the work order's work order products.
- Corrected an issue with the agreement invoice setup's invoice generation process, which could cause a generic error when the agreement invoice date tried to generate an invoice if the agreement invoice setup contained invoice products.
- Updated the solution to ensure that multi-resource work orders using requirement groups respect the resource preferences defined on the related service account for all requirements generated against the work order.
- Resolved an issue in a solution patch that inappropriately removed on-save handlers from the case table.
- Corrected an issue that caused any update of a work order product record to update the work order product's **Exchange Rate**, even if there were no updated currency-related fields, after a change to related currency's exchange rate value.
- Enhanced the logic on agreement booking date records that could cause unnecessary background processes to fire causing a momentary block from being able to update the related agreement booking setup. This logic improved to

reduce the scenarios under which it would try to trigger this background process, removing scenarios where the agreement booking date's **Booking Date** was updated to a time further in the future. When this value pushes out further, the background process doesn't need to be triggered.

- Improved mobile offline filter handling for the warehouse table.
- Updated the Field Service Health rule name from "Waiting workflow instances owned by disabled user accounts" to "Waiting workflow instances owned by disabled users."
- This release introduces the solution components for the improvements to the [Dynamics 365 Supply Chain Management integration](#) as outlined for availability in [Wave 2, 2020](#). These integrations, the metadata, and their required logical changes are only introduced when [dual-write](#) is enabled on your environment.

8.8.30.113

This release is a hotfix on Field Service version 8.8.30.103.

- Resolved an issue with agreement invoice setups introduced during early access that caused an error in the primary invoice date and invoice generation process, which could stop invoice generation from agreements.
- Corrected a JavaScript error when trying to create a work order through the quick create form.
- Resolved an issue with inspection name value being empty in the parsed inspection record tables.

8.8.30.103

(Includes Universal Resource Scheduling version 3.12.31.50) This version introduces the [Field Service 2020 Wave 2](#) new and updated features outlined as generally available. It also introduces all of the changes from the early access versions. In addition, it introduces the following updates:

- Resolved an issue that had the potential to cause timeouts based on resource location updates from Field Service Mobile.
- Improved update logic to a work order product's currency field to ensure that non-currency related changes didn't appear as also making an update to the currency field.
- Corrected an issue: under certain circumstances, the system could autogenerate duplicate agreement booking date records when updating **Auto Generate Work Order**.

- Corrected behavior where it was possible to have the value of **Date Window Start** reverted on save if a user followed a specific record update pattern and got a form validation.
- Resolved an issue: if a user provided a name to a work order incident record that was different than the automatically provided value, then deactivated and reactivated the record, the name would revert to the automatic value.
- Resolved an issue that impacted certain solution update scenarios based on conflicting settings to the **CanCreateAttributes** attribute in the unit, unit group, and price list item entities.
- Improved form logic to allow for manual time entry record saving when an org has both Field Service and Project Operations installed.
- Improved the save/save and close behaviors of a record from within a modal form dialog (MFD) to ensure that the contextual record would automatically refresh so a user can see the immediate impacts of their efforts. An example scenario: a user creates a new booking from a work order, the booking form will now open in an MFD by default. When the user saves and closes the booking form, the contextual work order will refresh. The work order's status will change from "unscheduled" to "scheduled" immediately.
- Enabled the "Customer Asset Quick Create" and "Asset Work Order Quick View Form" forms to be customizable; initially, they were released as non-customizable.
- Corrected a problem that could present when bulk editing work order records.

8.8.29.333 (2020 Wave 2 early access update)

(Includes Universal Resource Scheduling version 3.12.30.11)

The release is only applied when an environment is opted into early access and introduces the [Field Service 2020 Wave 2](#) new and updated features.

In addition, this release includes the following changes:

- Resolved an issue with agreement invoice setups introduced during early access that caused an error in the primary invoice date and invoice generation process that could stop invoice generation from agreements.

8.8.26.24

(Includes Universal Resource Scheduling version 3.12.25.5)

- Corrected an issue: under certain circumstances, the **Discount %** in work order product form is automatically cleared on save.

- Resolved an issue with agreement booking dates: when the booking dates are manually altered, the work orders weren't getting auto generated as expected relative to the **Generate Work Order Days in Advance** value of the related agreement booking setup.
- Improved handling for the sharing and unsharing behavior of the booking resource booking when the target user is disabled.
- When exchange rate on a currency is changed, any subsequent changes to a work order service record would result in the exchange rate for that record being updated. It should only be recalculated if a currency-related field is updated.
- Improved handling of the account's merge functionality when one of the target accounts has a related Agreement where taxable is "No."
- Improved handling of the account's merge functionality when one of the target accounts has a related RMA where taxable is "No."
- When using tab to navigate away from the **Estimate Total Amount** field on a work order service record after making an update, the system was inappropriately throwing the error "Enter an amount between \$0.00 and \$1,000,000,000.00."
- Corrected a bug: when the work order service's **Line Status** was changed from "Estimated" to "Used," the **Estimated Discount %** field wasn't getting copied to the **Discount %**.

8.8.29.226 (2020 Wave 2 early access update)

(Includes Universal Resource Scheduling version 3.12.30.11)

The release is only applied when an environment is opted into early access and introduces the [Field Service 2020 Wave 2](#) new and updated features.

In addition, this release includes the following changes that have the potential to change the existing system behavior or interface:

- Added quick create forms for all new asset properties-related entities to the Field Service model-driven app.
- Corrected an issue with a missing space in the "Field Service Activities" tab header for the account entity for the Field Service Mobile model-driven app.
- Improved the customer asset form to ensure that the IoT related tabs are displayed after the other form tabs.
- Removed the property logs option from the related menu from the customer asset form.
- Updated the property log display values to respect user settings for date and time.
- Corrected travel calculation logic for the Field Service Mobile model-driven app to ensure that, when the booking is set to in progress, if there was no **Estimated**

Travel Duration the system will update the **Actual Arrival Time** and won't immediately increase total duration.

8.8.29.165 (2020 Wave 2 early access)

(Includes Universal Resource Scheduling version 3.12.29.5)

The release is only applied when an environment is opted into early access and introduces the [Field Service 2020 Wave 2](#) new and updated features as outlined for availability in early access:

- Embedded Power BI Dashboard for key Field Service metrics
- Improved work order metrics
- Asset hierarchy and functional location
- Usability improvements for key Field Service subgrid as dialogs
- Enhanced skills-based matching in Resource Scheduling Optimization
- Predictive technician travel time
- Travel outside of working hours
- Enhanced work hours calendar for requirements
- Connected Field Service on the Dynamics 365 Field Service mobile app
- Field Service inspections
- Technician time tracking on Dynamics 365 Field Service mobile app
- Usability improvements for the field technician booking form
- Calendar view for booking work orders

In addition, this release includes the following changes that have the potential to change the existing system behavior or interface:

- Improved logic around agreement booking dates, which have a button to manually "Generate Work Order." Previously, this button was available when a work order had already been generated. In this release, we improved the logic associated with this button to ensure this button wasn't available if the work order had already been generated.
- Corrected the display position of the map control in the "Location" tab for the work orders in the Field Service Mobile app's default work order form. Previously, the map control appeared between the latitude and longitude fields. It now appears above these fields.
- When an incident type is applied to a work order, it results in the automatic creation of a work order incident, which can automatically create work order products, work order services, and work order service tasks. These records are associated to the work order and work order incident. If the primary incident customer asset field referenced a customer asset, all resulting records would also

be related to the same customer asset. The release improves the logic for customer asset association on these records when a work order incident's customer asset is updated. Previously, if the customer asset on a work order incident was updated, it wouldn't update the related work order products, work order services, or work order service tasks. It will now update these records appropriately, assuming the customer asset value of the child records matched the pre-change value of the work order incident.

- Corrected a poor system behavior: when updating a work order service record's line status from "Estimated" to "Used," the estimated discount percent value wasn't autopopulated into the discount percent field. This value will now autopopulate per the estimated value when the line is set to "Used."
- Improved the error message on a purchase order receipt product when a user tries to change the quantity or unit after a related purchase order bill has been created.
- Improved display handling of the agreement and invoice subgrids on the account forms where a user may not have permissions to these related records. Previously, these subgrids would display with an error about the user's permissions; however, now, these subgrids won't show on the form in such cases of insufficient permissions.
- Resolved an issue with the Field Service resource role's permissions. Previously, this role was missing the "Append To" privilege on customer asset, which caused issues when trying to create customer assets.
- Improved the subgrid name for work order products on the default work order form for the Field Service Mobile app.
- Fixed an issue where the value for customer asset wasn't being copied into work order products, work order services, and work order service tasks that were created from agreement booking products, agreement booking services, and agreement booking service tasks that weren't related to an agreement booking incident. This association will now flow down, as expected.
- Added the "Field Service - Resource" role to the new app module for Field Service Mobile.
- Corrected some consistency issues with the labeling for "Work Hours Templates."
- Adding a notification on agreement booking setups and agreement invoice setups to highlight that related work orders, invoices, and dates won't generate when users create or updates the agreement subrecords when the parent agreement's System Status isn't active.
- Improved work order validation of the latitude and longitude fields to ensure that, if either value is populated, both values are populated, and that the values are valid.
- Improved warning messages on the booking form. It isn't advised to use a work order's booking through more than one booking lifecycle. It should only go through the lifecycle once (scheduled -> traveling -> in-progress -> complete).

Some organizations that reuse a single booking through more than one lifecycle began receiving a form notification that, while allowed, such practices aren't advised. This warning previously mentioned time entry generation anytime it was displayed; it will now only mention time entry generation when the environment is configured to autogenerate time entries to avoid confusion.

- Enhanced logic for work order service task naming if the work order service task was created from a work order incident as a result of the incident type's incident service task. In such cases, if the incident service task has a name, the work order service task's name will come from the incident service task; previously, the work order service task's name was always the name of the related service task type. If the incident service task's name is blank, the work order service task's name will default to the service task type's name.
- Removed unnecessary code that enforced that the booking and journal type fields on a booking journal would be editable under certain circumstances. These fields will now behave the way the rest of the fields on the booking journal behave.
- On the case entity, when Field Service is installed, there's a ribbon button to "Convert to WO." Previously, this button was in an undiscoverable location. This button has been moved to be more discoverable.
- Improved Field Service Mobile's user experience for tablet users to ensure proper column width, improved quick create experience, and improved subgrid usability on the booking's Service tab.
- Changed behavior on the agreement booking service tasks. Previously, when changing the value of the related task type, the description field would always be cleared. Now it will only be cleared if the new value for task type has an overriding value; otherwise, the value won't be cleared by default.
- Updated the name for the "My Open Resource Bookings (Field Service Information)" view to simply "Bookings" for optimal use and display in Field Service Mobile.
- Removed some fields from the default configuration of the booking entity's default form for the Service tab to improve usability of Field Service Mobile.
- Replaced the address control used in the Field Service Mobile forms for the account and work order entities with a new control optimized for mobile use.
- Enhanced the automatic copy logic for related resource preference records onto work orders created for the same account. Previously, when these records were copies, resource preferences of type "Must Choose From" on the account weren't being copied to the work order. They'll now be copied, as well.
- Improved usability of the booking's service tab in Field Service Mobile to show five records in the subgrids, by default, instead of just two, as was the previous behavior.
- Minor improvement to tax calculation on the work order record to ensure that rounding rules resulted in a consistent value between the work order's tax

calculation and the invoice's tax calculation. Under certain circumstances, previously, these values could be inconsistent by at the second decimal due to rounding differences.

- Updated the taxable field in Field Service Mobile forms for work order, work order service, and work order product to use a new toggle control for simplified mobile usability.
- Improved all default views for work order product, work order service, and work order service task to swap the Product, Service, and Task Type fields respectively with the Name field to improve default view usability.
- Enhanced validation on the agreement entity when setting the price list to ensure that the currency set on the price list is the same currency set on the related billing account. Previously, this validation wasn't present, which led to the potential for downstream errors on work order generation since the work order expects currency consistency between these two fields. Now, this validation is present at the agreement, ensuring agreement creation and update will protect downstream operations of the work order.
- Removed incorrect defaulting logic on creation of work order service, work order product, or work order service task records that weren't related to a work order incident. Previously, these records would be associated to the primary incident's customer asset; however, they'll now be left blank by default as they aren't necessarily related to the primary incident's customer asset.

8.8.25.30

(Includes Universal Resource Scheduling version 3.12.24.5)

- Includes all content from Field Service version 8.8.25.29

8.8.25.29

(Includes Universal Resource Scheduling version 3.12.24.4)

- Corrected an issue on bookable resource booking forms where the **Estimated Arrival Time** field can appear as if it has been edited immediately after save (when it hasn't been), making the form behave as if it had unsaved changes.
- Improved logic to allow for customizations to the work order form where the primary incident type is removed from the form to ensure that the out-of-the-box form logic has a null check for the **Primary Incident Type** field.
- Resolved an issue with missing localization strings on the IoT alert and IoT device entities, which could cause a script error.

- Fixed an issue on update of agreement booking incident, which produced an error if there was a related agreement booking service task with a null estimated duration.
- Resolved a problem with the agreement copy function that failed to copy agreements if there were deactivated agreement booking setup or agreement invoice setup records related to the agreement. The copy function will now successfully copy active records and ignore inactive records.
- Added a new Field Service health rule that will highlight agreement booking setup and agreement invoice setup records on which the latest workflow instance had failed which could keep expected work orders and invoices from being generated. Once detected, the rule also provides a button to resolve failed workflow instances.

8.8.24.54

(Includes Universal Resource Scheduling version 3.12.23.71)

- Includes all content from Field Service version 8.8.24.17

8.8.24.17

(Includes Universal Resource Scheduling version 3.12.23.26)

- Corrected a null reference error based on work order product form customizations to better handle when certain fields are removed from the form.
- Resolved an issue with the incident type duration suggestions feature that produced an error when a user clicked "Recalculate Suggestions" for large query results.
- Fixed an issue with agreement update, which produced a "Nullable object must have a value" error on updating end date of an agreement whose end date is null.
- Removed the following BPFs from the Field Service Mobile app module: case to work order, lead to opportunity sales, opportunity sales, phone to case.
- Improved logic to allow for customizations on work order creation from an agreement if there are customizations in place to automatically create more resource requirement records.
- Improved Field Service's missing form libraries rule in Solution Health Hub to improve the rule description.
- Enhanced logic to in the opportunity quick create form to respect scenarios when an environment sets the "Account" field as business required to ensure that Field Service form logic doesn't set the field as optional.

8.8.23.85

(Includes Universal Resource Scheduling version 3.12.22.9)

- Improved crew booking validations, which ensure that the booked crew has at least one defined crew member for the date on which the booking is being created.
- Improved descriptions in upgrade scripts to make the script more comprehensible by an administrator by documenting deprecated upgrade script steps to minimize confusion.
- Fixed an issue that left the status null when created a new geofence, which could cause geofence events to not be created.
- Repaired a Field Service upgrade issue caused by a script that, when appropriate, created requirement group records. If the requirement group's name was too long, the script and upgrade would fail.
- Fixed an issue on the contact entity's geo code functionality that caused a script error if "Auto Geo-Code" was set to "No" in Field Service settings.
- Corrected an incorrect agreement booking setup recurrence validation error for "Too many days in month." Under certain circumstances, this error was thrown inappropriately.
- Resolved an issue with duplicate section and tab IDs in Connected Field Service that caused issues when trying to uninstall the solution.
- Corrected a null reference issue in Connected Field Service when loading the device summary control on the IoT alert form.

8.8.22.58

- Includes release of [Dynamics 365 Field Service mobile app](#), a new mobile app for technicians built on the Power Platform. As part of this release, administrators will see a new app called "Field Service Mobile" in the list of apps.
- The following [Field Service 2020 Wave 1](#) features in GA and Preview planned are included in this release:
 - Incident type AI-based suggestions (preview)
 - IoT alerts AI-based suggestions (preview)
 - Use Power Automate flows (preview)
 - Combined asset capabilities across Dynamics 365 Supply Chain Management and Field Service
 - Integration with Dynamics 365 Supply Chain Management
 - Intune support for Field Service Mobile
 - Next generation schedule board experience (preview)
 - Enhanced work hours calendar for resources
 - Requirement dependency for efficient workflow
 - Resource scheduling dashboard