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## QUESTION 1

Universal Containers has installed base equipment that requires specific expertise to install or decommission. Additionally, the effort can vary significantly based on equipment type. What solution should a Consultant recommend to efficiently manage installation and decommission work?

- A. Validation Rules and Work Types
- B. Work Types and Skill Requirements
- C. Milestones and Service Appointments
- D. Skill Requirements and Entitlements

Correct Answer: A

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## QUESTION 2

Universal Containers is looking to implement Entitlement Management to meet the following requirements:

- 1) Any employee from the customer account is eligible for support.
- 2) Specific purchased products are eligible for support.

What Objects should be set up for Entitlement Management?

- A. Accounts and Assets
- B. Contacts and Service Contracts
- C. Accounts and Service Contracts
- D. Contracts and Assets

Correct Answer: C

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## QUESTION 3

Service appointments in a "cannot complete" status may indicate that an additional part or expert assistance is needed to complete the work. Universal Containers defined that service appointments in a "cannot complete" status are unable to be rescheduled or unscheduled for history tracking purposes.

Which two items should the consultant recommend to meet the requirement?

Choose 2 answers

- A. Define "cannot complete" as a pinned status for auto-dispatch services.
- B. Define "cannot complete" as a pinned status for scheduling and optimization services.
- C. Ensure that status transitions are configured to prevent the update from "cannot complete" to "none\."

D. Ensure that status transition are configured to allow the status update from "cannot complete" to "scheduled".

Correct Answer: BC

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#### QUESTION 4

The CFO for Universal Containers wants Work Orders to remain open until the Customer Service Report is sent. Which two items should a Consultant implement to ensure Work Orders cannot be closed? Choose 2 answers.

- A. Custom Work Order Escalation Rules
- B. Custom Validation Rule on Work Orders
- C. Custom Approval Process on Work Orders
- D. Custom Work Order Status with Category

Correct Answer: BD

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#### QUESTION 5

Universal Containers wants to ensure that only Field Technicians with a specialized certification are sent Work Orders of a specific type. In which two ways can a Consultant ensure the correct Resources are assigned to Work Orders? Choose 2 answers.

- A. Implement Work Types and Skill Assignments.
- B. Implement Assignment Rules and Work Orders.
- C. Assign Skills and Skill Levels to Users.
- D. Assign Skills and Skill Levels to Resources.

Correct Answer: AD

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#### QUESTION 6

Universal Containers wants to use Work Types, since many of their Work Orders require the same Field Service Technician skills. What should the Consultant consider when using Work Types?

- A. A change to the skills on a Work Type will affect the required skill on Work Orders previously created from that Work Type.
- B. A Work Order inherits the Work Types required skills; however, the user has the ability to add/remove skills on the Work Order.
- C. An existing Work Order Line Item will inherit the required skill of a Work Type, regardless of any existing required skills.
- D. A Work Order Line Item will inherit their parent Work Order's Work Type Skills, and the user is unable to make additional changes.

Correct Answer: B

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## QUESTION 7

Universal Containers wants to assign service appointments based on the polygon of the child service Territory in the hierarchy.

How should a consultant assign service appointments to the polygon?

- A. Set the polygon assignment policy to the highest level.
- B. Set the territory assignment policy to the highest level.
- C. Set the territory assignment policy to the lowest level.
- D. Set the polygon assignment policy to the lowest level.

Correct Answer: C

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## QUESTION 8

Universal Containers wants their Technicians to be allowed to reschedule a visit for the same work within the Field Service mobile application. What approach should a Consultant recommend?

- A. Create a Quick Action that will create a new Service Appointment record.
- B. Create a Visualforce page that will create a new Work Order record.
- C. Create a Quick Action that will create a new Work Order record.
- D. Create a Visualforce page that will create a new Service Appointment record.

Correct Answer: A

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## QUESTION 9

Universal Containers needs to implement a way to track all internal and external work associated with an inbound contact center request. How should a Consultant recommend tracking the work?

- A. Parent/Child Work Orders
- B. Cases Only
- C. Cases and Work Orders
- D. Work Orders only

Correct Answer: A

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## QUESTION 10

Universal container UC services customers in multiple time zones. UC Dispatcher need to see the dates and time in dispatcher console for the time zone where jobs are being performed.

How should the consultant configure this?

- A. Create the formula to calculate the time zone offset from the user to territory time zone
- B. Set the dispatch console to display in territory time zone in the field service settings
- C. Set the dispatch console to display in the user time zone in field service settings
- D. Configure the dispatcher user time zone to the same as territories they manage

Correct Answer: B

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## QUESTION 11

Universal Containers wants to track Technicians' van stock using the Salesforce Field Service mobile app a ensure that Technicians report when parts are used.

Which three data elements should a Consultant recommend tracking to support these requirements?

Choose 3 answers

- A. Inventory
- B. Warehouse Locations
- C. Products Consumed
- D. Products Required
- E. Mobile Locations

Correct Answer: CDE

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## QUESTION 12

A consultant has implemented user territories at Northern Trail Outfitters (NTO) in a private sharing model. A new Midwest Service Territory has been created.

Which two actions should NTO take to give the dispatcher access to all relevant Midwest records? Choose 2 answers

- A. Create a new user territory associated with the Service Territory and dispatcher.
- B. Configure and run the User Territory Sharing Job in Field Service Settings.
- C. Assign a new user territory and add each of the assigned service resources.
- D. Add the resources assigned to the Service Territory's Member related list.

Correct Answer: AB

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## QUESTION 13

Universal containers wants to track when technicians need to visit a customer site multiple times to resolve an issue.

How should a consultant configure this using a single work order?

- A. Create a new work order line item for each site visit.
- B. Create a new product consumed for each site visit.
- C. Create a new child work order for each site visit.
- D. Create a new service appointment for each site visit.

Correct Answer: D

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## QUESTION 14

Universal Containers wants to identify which resources need more or fewer appointments.

Which Gantt chart filter option should a Consultant recommend to provide this information?

- A. Select Sort by Average Utilization on the Resources Tab.
- B. Select Date Resolution on the Hours Tab.
- C. Select Travel Time and Breaks as skills on the Skills Tab.
- D. Select Hours, Absences and Overtime on the Utilization Tab.

Correct Answer: A

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## QUESTION 15

Universal containers want to track the full lifecycle of an installed product, including when a swap is needed as part of a service order.

Which steps technicians follow to report that a substitute asset is installed?

- A. Mark installed asset as "shipped" - create a new product - relate the product to the asset
- B. Mark installed asset as "obsolete" - create a new product - related the product to asset
- C. Mark installed asset as "shipped" - create new assets -create a new asset of relationships type = "shipment"
- D. Mark installed asset as "obsolete" - create a new product - create a new asset of relationships type = "replacement"

Correct Answer: D

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