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QUESTION 1

Universal Containers is implementing Work Order Management to better support its clients.

Which two approaches should the Consultant consider to create work skills for the Service Resources?

Choose 2 answers

A. Create the work skills using the FSL Lightning Web Component. Assign the skills to Service Resources. Add the skill to Work Types and Work Orders.

B. Create the work skillsusing Setup. Manually assign the skills to Service Resources.

C. Create the work skills using the FSL Lightning Managed Package wizard. Assign the skills to Service Resources. Add the skill to Work Types and Work Orders.

D. Create the work skills using theGuided Setup wizard. Assign the skills to Service Resources using Guided Setup.

Correct Answer: BD

QUESTION 2

Universal Containers wants Field Technicians to capture customer authorization via a signature through Salesforce mobile app.

What should a Consultant recommend?

A. Create a Quick Action on the ServiceAppointment to launch a Visualforce signature page.

B. Create an Approval Process from the Service Appointment for the customer\\'s Authorization.

C. Create a Checkbox on the Service Appointment that will capture the customer\\'s Authorization.

D. Create a custom text field to capture the customer\\'s signature on Salesforce mobile app.

Correct Answer: C

QUESTION 3

Geolocationtracking is enabled for universal container\\'s for technician but should apply to full time

employees.

How can Geolocation tracking for contractors to be disabled?

A. Add the exclude technician from Geolocation tracking permission to a permission set and assign it to a contractor

B. Unchecked the collect service resources Geolocation history field in field service mobile settings

C. Unchecked the geocoding field on the contractor\\'s profile

D. Set the Geolocation update frequency field to zero for contractors

Correct Answer: A

QUESTION 4

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 2answers.

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

QUESTION 5

universal containers needs a team to perform periodic maintenance on the most complex products. Which feature should the consultant configure to meet this requirement?

A. Preferred resource

B. Required resource

C. Technicians with required skill

D. Service crew

Correct Answer: D

QUESTION 6

A technician needs to get replacement part for damaged inventory on them for an upcoming job. To which objectshould the technician add a product request record?

A. work types

B. work order

C. service appointment

D. service report

Correct Answer: B

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QUESTION 7

Northern Trail Outfitters wants to improve overall responsiveness to customers.

Which Dispatch technique should the Consultant implement to provide the greatest schedule flexibility?

A. Enable Drip-feed to dispatch the next appointments.

B. Shuffle daily work manually via the Gantt.

C. Leverage Resource Schedule Optimization.

D. Configure the Auto Dispatch scheduledjob.

Correct Answer: B

QUESTION 8

Universal Containers\' (UC) Technicians are required to record actual work duration against baseline estimates at the Work Order Line Item Level for certain tasks. How can this be supported usingstandard fields and features?

A. Create Work Types for all tasks requiring an estimated versus baseline value. Train Service Technicians to select the appropriate Work Type, and then update the "Duration" field on the Work Order Line Item.

B. Train Dispatchers to update the "Duration" field when Work Orders are created. Train Service Technicians to select the appropriate Work Type, and then update the "Duration" field on the Work Order Line Item.

C. Create Knowledge Articles with the baseline durations foreach Product. Train Service Technicians to associate the appropriate Knowledge Article, and then update the "Duration" field on the Work Order Line Item.

D. Create Work Types for all tasks requiring an estimated versus baseline value. Train Service Technicians to select the appropriate Work Type, and then update the "Duration" field on the Work Order.

Correct Answer: D

QUESTION 9

Universal containers technicians frequently need to request more parts from another inventorylocation when stock runs low.

How can universal container technicians achieve this for each product requested?

A. Create a work order line item and a product request line item.

B. Create a product request and a product request line item.

C. Create aproduct consumed and a product request line item.

D. Create a shipment and a product request line item.

Correct Answer: B

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QUESTION 10

AW Computing uses a private record access model in the sales, support, and field service organizations.

How should the system administrator ensure that the technicians have the appropriate access to the service appointments dispatched to them?

A. Create a user territory for the technicians\\' primary and secondary territories.

B. Create a process to change the owner of the service appointment to the assigned technician.

C. Enable the sharing features in the Field Service settings in the Setup menu.

D. Configure a sharing rule to share dispatched service appointments with the assigned resource.

Correct Answer: A

QUESTION 11

Universal Containers has implemented a Flowthat allows Technicians to replace faulty or damaged Assets directly from within the Salesforce Field Service mobile app.

Once a replacement has been made, where can the Asset Relationships be viewed?

A. Only the Primary Assets related list on the Asset object

B. Both the Primary Assets and Related Assets related lists on the Work Order object

C. Only the Primary Assets related list on the Work Order object

D. Both the Primary Assets and Related Assets related lists on the Asset object

Correct Answer: D

QUESTION 12

Universal Containers uses a complex service model that involves scheduling multiple Service Technicians for each customer interaction (e.g., an install). How can a Consultant ensure that a Service Technician enters the data necessary to track completed work?

A. Updatethe Case Feed and tag the associated Service Representative.

B. Update the Work Order Line Item and its associated parent Asset.

C. Update the Service Appointment and its associated parent record.

D. Update the Work Order and its associated parent Account.

Correct Answer: B

QUESTION 13

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Universal Containers wants to automatically create Work order Line Items based on the products being serviced. How can this be achieved?

A. With Entitlement Templates

B. With Workflows

C. With Process Builder

D. With Work Order Types.

Correct Answer: C

QUESTION 14

Often, Technicians earn certifications that must be renewed periodically to ensuretheir skills remain up-todate. How can these certifications be manager on the Resource?

A. Add the Resource Skill and track certification using reminder.

B. Add the Resource Skill and create Absence once expired.

C. Add the Resource Skill as Time Phased.

D. Add the Resource Skill and remove from the Service Territory once expired.

Correct Answer: C

QUESTION 15

Universal container wantto track technician van stock and consigned products.

How can this will be accomplished using the field service lightning standard object model?

A. Service resources will track van stock. Location will track time and customer sites

B. Location will track van stock. Account will track consigned products

C. Service resources will track van stock. Products consumed will track item at customer\\'s site

D. Location will track van stock and items at customer\\'s site

Correct Answer: B

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