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Question 1

Question Type: MultipleChoice

Ursa Major Solar (UMS) has implemented Field Service using a private record access model. UMS has also set work types to automatically generate Service Appointments.

Which two sharing options are available for these Service Appointments?

Choose 2 answers

Options:

- A) A Service Appointment can be shared by clicking Sharing on the record.
- B) The Service Appointment's parent record can be shared with the assigned resource.
- C) Auto-generated scheduled Service Appointments will be shared with resources.
- D) Make the dispatcher the assigned resource on the Service Appointments.

Answer:

A, D

Question 2

Question Type: MultipleChoice

One of the products sold by Universal Containers requires quarterly service appointments.

Which feature should a Consultant use to meet this requirement?

Options:

- A) Define a repeating Work Type.
- B) Implement Path for Work Orders.
- C) Build a Process for Service Appointments.
- D) Configure a Maintenance Plan.

Answer:

D

Question 3

Question Type: MultipleChoice

When customers call in for support at AW Computing, a case is always created. If the issue cannot be solved without dispatching a technician, a work order is created from the case. Milestones are currently being used on cases, and support operations would like to extend the use of milestones to the work orders. To meet this requirement, the system administrator added the milestone Lightning component to the work order Lightning record page. Technicians and managers are reporting that there are no milestones listed when viewing the record.

How should this issue be resolved?

Options:

- A) Make sure the case entitlement record is being shared with the service resource.
- B) Add work order milestones after the case milestones to the entitlement process.
- C) Ensure the work order entitlement is related to the same process as the case entitlement.
- D) Create a separate entitlement process associated to the work order object.

Answer:

D

Question 4

Question Type: MultipleChoice

Some Technicians report that they are unable to log in to the Salesforce Field Service mobile app. The Consultant confirmed that the Technicians have the Salesforce Field Service Resource License and Salesforce Field Service Resource Permissions assigned to them.

How should a Consultant provide access to the Salesforce Field Service mobile app?

Options:

- A) Modify the user's Profile.
- B) Update Public Group membership.
- C) Assign a Field Service Mobile License to the user.
- D) Modify the user record.

Answer:

C

Question 5

Question Type: MultipleChoice

A mobile technician uses parts present in their van to complete an on-site customer installation. The technician has marked the service appointment and work order as completed. They want to record the parts used in completing the job and adjust their van stock.

Where should the technician record this information?

Options:

- A) The Product Item Transactions Related List on the Product Item
- B) The Work Order Line Item associated with the completed Work Order
- C) The Products Consumed section on the Work Order
- D) The Product Request Line Item associated with the Product

Answer:

C

Question 6

Question Type: MultipleChoice

Northern Trail Outfitters is implementing drip feed dispatching. When testing the new functionality, the drip does not dispatch appointments as expected. A consultant is engaged to troubleshoot the issue.

What is preventing the drip feed from triggering?

Options:

- A) The appointment status is going from Scheduled to Completed.
- B) The status on completed appointments can only be Canceled, Completed, or Cannot Complete.
- C) The default drip feed setting is overriding the drip feed rate on a service territory.
- D) Other scheduled jobs are dispatching appointments and exceeding the drip feed value.

Answer:

B

Question 7

Question Type: MultipleChoice

Universal Containers wants Technicians using the Salesforce Field Service mobile app to indicate when Service Appointments are at risk of late completion.

What should a Consultant recommend to meet this requirement?

Options:

- A) Post to the Service Appointment Chatter feed.
- B) Change the Status field on the Service Appointment.
- C) Adjust the Scheduled End field on the Service Appointment.
- D) Update the In Jeopardy field on the Service Appointment.

Answer:

A

Question 8

Question Type: MultipleChoice

A service technician at Ursa Major Solar handles yearly maintenance checks. The job usually lasts 2 to 3 hours. Due to the lack of customer availability, many appointments are cancelled or need to be rescheduled at the last minute.

Which two features would be most helpful in aiding the dispatcher with updated schedules for technicians?

Choose 2 answers

Options:

- A) Reshuffle
- B) Group Nearby
- C) Resource Schedule Optimization
- D) In-day Optimization

Answer:

A, B

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