Question 1

Over 70% of Universal Containers' sales are made by Field Technicians during on-site, customer visits, Many times, after selling a product, they will install the product as part of the current body of work. How should a Consultant recommend accomplishing this in the Field Service mobile app?

Options:

A- Create a New Task linked to the Contact and assign to a Sales Rep.

B- Add a "Create Opportunity" Quick Action to the Work Order Line Item.

C- Create a custom Visualforce page to create a new Opportunity.

D- Add an "Upsell" Quick Action to the Account that creates a new Work Order

Answer:

B

Question 2

What is the most efficient way for a Consultant to keep Technicians proactively informed about updates to their Service Appointments and Work Orders in the Field Service mobile app?

Options:

A- Utilize Schedules Jobs from the Field Service Admin app.

B- Enable Notifications in Field Service Settings.

C- Utilize Triggers to send emails to relevant users.

D- Enable Push Notifications in the Service Console app.

Answer:

B

Question 3

Question Type: **MultipleChoice**

Universal Containers wants to process mobile payments. How can this requirement be met?

A- Attach a picture of the credit card

B- Add a custom filed to store the credit card number

C- Create a custom payments object

D- Install an AppExchange package.

Answer:

D

Question 4

Question Type: MultipleChoice

Universal Containers (UC) wants to generate Work Orders from their Customer Service Cases. UC would like the Work Order to be linked to the Case and have the Customer Service Representative select a pre-defined template for the Work Order within the Service Console. Which two items should a Consultant recommend in order to achieve this? Choose 2 answers

A- Add the Work Order Quick Action on the Case.

B- Use Work Types to achieve pre-defined templates.

C- Add the Work Order Quick Action on the Account.

D- Use Record Types to achieve pre-defined templates.

Answer:

A, B

Question 5

Question Type: MultipleChoice

Universal Containers sells products that are made up of serialized components. Field Technicians often need to work on a specific component. How should a Consultant recommend tracking the products a customer buys so Work Orders can be assigned to a component?

Options:

A- Use Work Orders and define a hierarchy.

B- Use Orders and Order Products.

C- Use Products and Product Families.

D- Use Assets and define a hierarchy.

Answer:

B

Question 6

Question Type: MultipleChoice

Which three overview cards does the Field Service mobile app provide as context to Technicians on upcoming Service Appointments? (Choose three.)

Options:

A- Product Catalog

B- Site Details

C- Asset History

D- Contact

E- Address

Answer:

B, D, E

Question 7

Question Type: MultipleChoice

Geolocation tracking is enabled for universal container's for technician but

should apply to full time employees

How can Geolocation tracking for contractors to be disabled?

Options:

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

Answer:

A