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## Question 1

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**Question Type:** MultipleChoice

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Universal Containers wants to prevent the lunch break from interfering with existing scheduled work.

How should a Consultant configure the Scheduling Policy to ensure a 30-minute lunch break that begins every day after 1 PM?

### Options:

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- A) Create a recurring Service Appointment.
- B) Use the Resource Availability Rule.
- C) Use appropriate Resource Operating Hours.
- D) Create Resource Absences every day.

### Answer:

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D

## Question 2

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**Question Type:** MultipleChoice

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Northern Trail Outfitters has hired a contractor to help with service calls on an as-needed basis. The contractor should be limited to travel a maximum of 50 minutes from home.

Which action should a consultant recommend?

**Options:**

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- A) Link rules to Relevance Groups.
- B) Assign a high efficiency score.
- C) Check 'Keep These Appointments Scheduled'.
- D) Include a Match Fields work rule.

**Answer:**

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B

## Question 3

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**Question Type:** MultipleChoice

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Universal Containers wants to dispatch groups of Service Appointments to their Technicians. The number of Service Appointments dispatched at a time varies among different Service Territories.

Which two settings should a Consultant enable to ensure Service Appointments are dispatched correctly?

Choose 2 answers

**Options:**

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- A) Set the Service Appointment to Dispatch in Field Service Settings.
- B) Enable Drip Feed Dispatching in Field Service Settings.
- C) Set the Number of Services to Drip Feed on the Service Territory.
- D) Enable Sharing of Dispatched Service Appointments.

**Answer:**

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B, C

## Question 4

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**Question Type:** MultipleChoice

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

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

Choose 3 answers

**Options:**

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

**Answer:**

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C, D, E

## Question 5

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**Question Type:** MultipleChoice

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Universal Containers (UC) wants to better understand their service business and Field Service Technician terms' schedules. A Consultant suggested UC start to forecast and plan. Which two abilities does forecasting and planning provide?

**Options:**

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- A) Proactively adjust Service Contracts.
- B) More accurately assign Work Orders based on skills.
- C) Proactively adjust to address demand fluctuations.
- D) More consistently meet customer response times.

**Answer:**

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B, C

## Question 6

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**Question Type:** MultipleChoice

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Universal Containers wants to track how much time each Technician is actively working each day. Which two data elements should be captured in order to calculate percentage of time spend actively working.

**Options:**

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- A) Technician hours at client location.
- B) Technician work orders completed
- C) Technician hours traveling
- D) Technician hours per day.

**Answer:**

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A, D

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