



Free Questions for Heroku-Architect by dumpshq

Shared by Brennan on 23-08-2022

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Question 1

Question Type: MultipleChoice

The Disaster at Universal Containers would like to schedule Service Appointments from the Dispatcher's Console while taking the Scheduling Policy into consideration.

Which three options are available to the Disaster? (Choose three.)

Options:

- A-** Select a Service Appointment from the list, press the 'Change Status' action and 'Dispatch'.
- B-** Select a Service Appointment from the list, press the 'Candidates' action, and select the best time slot.
- C-** Select multiple Service Appointment from the list and bulk schedule them Select a Service Appointment from the list, press the 'Edit' action and allocate the Resource
- D-** Create a Workflow to close the Milestone when the Wrap Up is complete.
- E-** Select a Service Appointments from the list and press the 'Schedule' action.

Answer:

A, C, E

Question 2

Question Type: MultipleChoice

What set of configurations make up Scheduling Policies and let companies adhere to their business constraints and preferences?

Options:

- A- Service Levels and Work Rules
- B- Service Objectives and WonX Rules
- C- Service Contracts and Service Levels
- D- Service Objectives and Work Types

Answer:

B

Question 3

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-** Asset History
- B-** Contact
- C-** Address
- D-** Site Details
- E-** Product Catalog

Answer:

B, C, D

Question 4

Question Type: MultipleChoice

Universal Containers has implemented a Knowledge solution for Agents to provide Field Technicians with information necessary to complete assigned work.

Which two capabilities will now be available? (Choose two.)

Options:

- A-** Attach Knowledge Articles to Work Order Line Items Only.
- B-** Manage Attached Articles and Search the Knowledge Base
- C-** include Quick Actions and Global Actions in Attached Articles.
- D-** Attach Articles to Work Orders and Work Order Line Items.

Answer:

B, D

Question 5

Question Type: MultipleChoice

Universal Containers has a large volume of cancellations occurring on their Work Orders. The COO wants to manage Work Order cancellations and subsequent follow-ups.

Which two options should a Consultant recommend? (Choose two)

Options:

- A-** Change the Work Order with a closed status of 'Cancelled'.
- B-** Address
- C-** Re-use the existing Work Order for the follow-up.
- D-** Create a child Work Order for the follow-up Work Order
- E-** Change the Work Order with a status of 'New'.

Answer:

A, D

Question 6

Question Type: MultipleChoice

Universal Containers has implemented a Knowledge solution for Agents to provide Field Technicians with information necessary to complete assigned work.

Which two capabilities will now be available? (Choose two.)

Options:

- A-** Attach Knowledge Articles to Work Order Line Items Only.
- B-** Manage Attached Articles and Search the Knowledge Base
- C-** include Quick Actions and Global Actions in Attached Articles.
- D-** Attach Articles to Work Orders and Work Order Line Items.

Answer:

B, D

Question 7

Question Type: MultipleChoice

The Disaster at Universal Containers would like to schedule Service Appointments from the Dispatcher's Console while taking the Scheduling Policy into consideration.

Which three options are available to the Disaster? (Choose three.)

Options:

- A-** Select a Service Appointment from the list, press the 'Change Status' action and 'Dispatch'.
- B-** Select a Service Appointment from the list, press the 'Candidates' action, and select the best time slot.
- C-** Select multiple Service Appointment from the list and bulk schedule them Select a Service Appointment from the list, press the 'Edit' action and allocate the Resource
- D-** Create a Workflow to close the Milestone when the Wrap Up is complete.
- E-** Select a Service Appointments from the list and press the 'Schedule' action.

Answer:

A, C, E

Question 8

Question Type: MultipleChoice

What set of configurations make up Scheduling Policies and let companies adhere to their business constraints and preferences?

Options:

- A-** Service Levels and Work Rules
- B-** Service Objectives and WonX Rules
- C-** Service Contracts and Service Levels
- D-** Service Objectives and Work Types

Answer:

B

Question 9

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- Asset History
- B- Contact
- C- Address
- D- Site Details
- E- Product Catalog

Answer:

B, C, D

Question 10

Question Type: MultipleChoice

Universal Containers has a large volume of cancellations occurring on their Work Orders. The COO wants to manage Work Order cancellations and subsequent follow-ups.

Which two options should a Consultant recommend? (Choose two)

Options:

- A-** Change the Work Order with a closed status of 'Cancelled'.
- B-** Address
- C-** Re-use the existing Work Order for the follow-up.
- D-** Create a child Work Order for the follow-up Work Order
- E-** Change the Work Order with a status of 'New'.

Answer:

A, D

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