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Question 1

Question Type: MultipleChoice

Universal Containers has enabled Field Service Lightning and is looking to enable Entitlements for Work Orders. What should a Consultant take into consideration?

Options:

- A- Creating Entitlements for Cases and Work Orders must be separated.
- B- Managing page layouts and validation rules can be done in Salesforce Lightning
- C- Managing page layouts and milestone trackers can be done in the Salesforce mobile app.
- D- Creating Entitlements for Work Orders requires Lightning to be enabled.

Answer:

A

Question 2

Question Type: MultipleChoice

A Field Service Technician wants to view a list of parts consumed during a given time period. The Technician will then use the data to replenish inventory on the truck

Which three steps should a Consultant recommend to track the number of parts consumed? (Choose three)

Options:

- A- Build a report to view inventory Transactions
- B- Build a report to view Products Consumed on Work Order Line Items.
- C- Build a report using the Service Appointment Inventory module.
- D- Build a report using the Work Order inventory module.
- E- Build a report to view Products Consumed on Work Orders.

Answer:

A, B, D

Question 3

Question Type: MultipleChoice

Universal Containers would like to provide Field Service Technicians the ability to capture details and customer approval on completed work so that the details can be compiled and sent to the customer electronically

What should a Consultant recommend to meet this requirement?

Options:

- A- Create a custom report.
- B- Create a Process Builder to generate a report.
- C- Use the standard Work Order email template.
- D- Use the standard Service Report

Answer:

D

Question 4

Question Type: MultipleChoice

A. Universal Containers is building a new marketing website on Heroku. They want to capture user information on the site and have that data flow into Salesforce for followup.

Which Heroku features should an Architect recommend to accomplish this?

Options:

- A- Heroku Conned and Heroku Postgres.
- B- HeroKu Private Spaces and Private Space Peering.
- C- Heroku Redis and Heroku Teams.
- D- Heroku Dataclips and the Heroku Platform API.

Answer:

A

Question 5

Question Type: MultipleChoice

Universal Containers utilizes two contractors, Contractor 1 and Contractor 2, to perform repair work Contractor 1 has provided service longer for UniversalContainers and is considered to have more repair work expertise than Contractor 2.

How should a Consultant configure this expertise for Contractor 1 versus Contractor 2?

Options:

- A- Assign Contractor 2 as an Excluded Resource
- B- Assign Contractor 1 and 2 different Skill Levels for repair Work Type.
- C- Assign Contractor 1 as a Preferred Resource.
- D- Assign Contractor 1 and 2 different capacities for repair work

Answer:

B

Question 6

Question Type: MultipleChoice

Heroku add-ons are cool because they:

Options:

- A- Give you the ability to add complex functionality to your application without having to manage the underlying software or infrastructure.
- B- Accessorize your dynos with over-clocked CPU power and faster I/O speeds
- C- Can be provisioned easily from the Heroku Enterprise Flea Market system.
- D- Cost nothing --- billing is easy because they're always provided at no additional cost with every Heroku Enterprise account.

Answer:

A

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