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Question 1

Question Type: MultipleChoice

Universal Containers is looking to implement Entitlement Management to meet the following requirements: Any employee from the customer account is eligible for support. Specific purchased products are eligible for support. What Objects should be set up for Entitlement Management?

Options:

- A- Accounts and Assets
- B- Contacts and Service Contracts
- C- Accounts and Service Contracts
- D- Contracts and Assets

Answer:

C

Question 2

Question Type: MultipleChoice

Universal Containers is deploying Field Service Lightning in Europe, where pricing varies by country. What Price Book structure is recommended?

Options:

- A-** Utilize a standard Price Book specific to each country.
- B-** Utilize the standard Price Book with pricing rules applied.
- C-** Utilize a custom Price Book specific to each country.

Answer:

C

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