Question 1

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:

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:

B, C

Question 2

Universal Containers wants to track Technicians' van stock using the Salesforce Field Service mobile app a 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:

A) Inventory

B) Warehouse Locations

C) Products Consumed

D) Products Required

E) Mobile Locations

Answer:

C, D, E

Question 3

A consultant has implemented user territories at Northern Trail Outfitters (NTO) in a private sharing model. A new Midwest Service Territory has been created.

Which two actions should NTO take to give the dispatcher access to all relevant Midwest records? Choose 2 answers

Options:

A) Create a new user territory associated with the Service Territory and dispatcher.

B) Configure and run the User Territory Sharing Job in Field Service Settings.

C) Assign a new user territory and add each of the assigned service resources.

D) Add the resources assigned to the Service Territory's Member related list.

Answer:

A, B

Question 4

One of Universal Containers' customers reported that the Technician sent to their site left without cleaning up the work area afterward.

How can Universal Containers ensure that a different Technician is assigned all future work for that Customer?

Options:

A) Assign the Technician to a new Service Territory.

B) Remove the Technician as a Preferred Resource.

C) Create an Excluded Resource for the Account.

D) Create a new Work Order Validation Rule.

Answer:

C

Question 5

Question Type: **MultipleChoice**

Geolocation tracking is enabled for Universal Containers's Technicians but should only apply to full-time employees.

How can geolocation tracking for contractors be disabled?

Question 6

Question Type: MultipleChoice

Universal Containers requires trained inspectors to make three site visits per year to inspect containers at customer sites. These visits must be created 14 days before the next suggested inspection date.

What are two ways a Consultant can configure Maintenance Plans to meet the requirement?

Choose 2 answers

Options:

A) Auto-generate Work Orders with a 14 day Generation Timeframe.

B) Auto-generate Work Orders with a 14 day Generation Horizon.

C) Associate a Work Type called Site Visit to a Maintenance Plan.

D) Associate a Required Skill called Site Visit to a Maintenance Plan.

Answer:

B, C

Question 7

Universal container typically performs installs, break-fix, and inspection for all clients. The service manager wants to create a template for common work requests.

What should a consultant implement to assist the dispatch team?

Options:

A) Work type line items for install, break-fix, and inspection

B) Work order Business process for install, break-fix, and inspection

C) Work order custom fields to define install, break-fix, and inspection

D) Work type and skill requirements for install, break-fix, and inspection

Answer:

D

Question 8

Question Type: **MultipleChoice**

Universal containers wants to track when technicians need to visit a customer site multiple times to resolve an issue.

How should a consultant configure this using a single work order?

A) Create a new work order line item for each site visit.

B) Create a new product consumed for each site visit.

C) Create a new child work order for each site visit.

D) Create a new service appointment for each site visit.

Answer:

D

Question 9

Question Type: **MultipleChoice**

When a Universal Containers (UC) Technician installs a product at a customer site, the Technician must perform all future work for that customer.

Which process should the Consultant use to meet this requirement?

Options:

A) Add the Resource as a Required Resource on the Contact.

B) Add the Resource as a Required Resource on the Account.

C) Add the Resource as a Preferred Resource on the Work Order.

D) Add the Resource as a Preferred Resource on the Asset.

Answer:

B