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**QUESTION 1**

Which two features on the dispatcher console should the consultant use to visualize rules violating service appointments? Choose 2 answers

- A. Gantz
- B. Gantt Map
- C. Appointment List
- D. Color Palettes

Correct Answer: AC

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**QUESTION 2**

Universal Containers would like to report on the volume of products installed within a specific timeframe.

What solution will help meet the customer's requirement?

- A. Utilize a Work Order related list on Asset.
- B. Utilize a custom "Installation Date" field on Asset.
- C. Utilize Field History Tracking on Asset.
- D. Utilize the standard "Installation Date" field on Asset.

Correct Answer: D

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**QUESTION 3**

Universal Containers (UC) is rolling out Inventory Management to better manage parts and inventory. UC wants to automatically associate certain parts and products to Work Orders upon creation based on the work to be performed.

How should the Consultant meet this requirement?

- A. Add Products to the Work Order Products Related List on the Asset object.
- B. Add Products to the Products Required Related List on the Work Type object.
- C. Add Products to the Products Required Related List on the Asset object.
- D. Add Products to the Work Order Products Related List on the Work Type object.

Correct Answer: B

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**QUESTION 4**



Universal Containers wants to provide a pro-formal invoice to their customer at the completion of a Work Order. Which three should a Consultant set up in order to achieve this requirement?

- A. Create Account-wide Discounts.
- B. Apply Promotion to the Work Order.
- C. Apply Price Book to the Work Order.
- D. AppCreate Products and Price Book Entries.
- E. Create Work Order Line Items with Products.

Correct Answer: CDE

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#### QUESTION 5

Over 70% of Universal Containers\' sales are made by Field Technicians during on-site, customer visits. Many times, after selling a product, they will install the product as part of the current body of work. How should a Consultant recommend accomplishing this in the Field Service mobile app?

- A. Create a New Task linked to the Contact and assign to a Sales Rep.
- B. Add a "Create Opportunity" Quick Action to the Work Order Line Item.
- C. Create a custom Visualforce page to create a new Opportunity.
- D. Add an "Upsell" Quick Action to the Account that creates a new Work Order

Correct Answer: B

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