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QUESTION 1

Universal containers have a call center that responds to requests from customers and schedules time for field service engineers (FSEs) to perform work on assets owned by the client. Call center agents are responsible for booking appointments.

Which permission set license should be assigned to the call center agents?

- A. FSL dispatcher license
- B. FSL agent license
- C. FSL admin license
- D. FSL resource license

Correct Answer: B

QUESTION 2

universal container want to track technician van stock using the field service lightning mobile app and ensure the technician report when part is used.

Which three data elements should a consultant recommend tracking to support this requirement?

Choose 3 answers

- A. Products required
- B. Inventory
- C. Mobile locations
- D. Warehouse locations
- E. Product consumed

Correct Answer: ACE

QUESTION 3

Which two objects are required when configuring an optimization job?

Choose 2 answers

- A. Service territory
- B. Polygons
- C. Work type



D. Scheduling policy

Correct Answer: AD

QUESTION 4

Universal Containers wants to schedule deliveries using Salesforce Field Service. Each delivery requires that an installation and safety inspection be performed by different Technicians during the same day. The safety inspection needs to be executed after the installation is complete.

How should the Consultant use Complex Work to meet this requirement?

A. Define Same Resource and Same Start dependencies.

B. Define Start After Finish and Same Day dependencies.

C. Define a Start After Finish dependency.

D. Define a Same Start dependency.

Correct Answer: B

QUESTION 5

Universal Containers maintains their service level agreements at the customer level only. How can a Consultant ensure agents can verify coverage?

A. Create Milestones, set up Entitlement Process, display the related List on the Work Order Page Layout.

B. Set up Entitlement Process, set up Service Contracts, display the related List on the Contact page Layout.

C. Create Contract Line Items, set up Entitlement Process, display the related List on the Asset Page Layout.

D. Create Milestones, set up Entitlement Process, display the related List on the Account Page Layout.

Correct Answer: D

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