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**QUESTION 1**

When customers call in for support at AW Computing, a case is always created. If the issue cannot be solved without dispatching a technician, a work order is created from the case. Milestones are currently being used on cases, and support operations would like to extend the use of milestones to the work orders. To meet this requirement, the system administrator added the milestone Lightning component to the work order Lightning record page. Technicians and managers are reporting that there are no milestones listed when viewing the record.

How should this issue be resolved?

- A. Make sure the case entitlement record is being shared with the service resource.
- B. Add work order milestones after the case milestones to the entitlement process.
- C. Ensure the work order entitlement is related to the same process as the case entitlement.
- D. Create a separate entitlement process associated to the work order object.

Correct Answer: D

QUESTION 2

Universal containers want to limit their technicians view of work orders and appointment in the field service lightning mobile app.

What should a consultant recommend to control their technicians?

- A. field sets
- B. page layouts
- C. mini page layouts
- D. visual force page

Correct Answer: B

QUESTION 3

Which configuration can universal containers use to brand the field service lightning mobile app?

- A. Company colours
- B. Company address
- C. Company style sheets
- D. Company logo

Correct Answer: D

**QUESTION 4**

Universal containers (UC) wants to standardize the process that process that agents use to create and maintain work orders which will help new agents ramp up more quickly and improve data quality and consistency. UC wants key fields, agent instructions and best practices displayed at each step of the Service process on the work order.

What should the consultant implement to meet this requirement?

- A. Add a lightning component to work orders.
- B. Enable path for work orders.
- C. Enable knowledge on work orders.
- D. Add compact layouts to work orders.

Correct Answer: C

QUESTION 5

Universal Containers has an initiative to reduce their carbon footprint. What factor should a Consultant recommend using in a Scheduling Policy to meet the above requirement?

- A. Give the Minimize Travel Service Objective the highest weight.
- B. Remove the ASAP Service Objective.
- C. Remove the Match Location Work Rule.
- D. Add the Maximum Travel From Home Work Rule.

Correct Answer: A

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