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**QUESTION 1**

Universal Containers (UC) wants to schedule Work Orders only if Technicians have the necessary qualifications to complete the designated work. In which two ways can UC achieve this?

Choose 2 answers

- A. Leverage the Match Skills Scheduling Policy when scheduling appointments.
- B. Create Skills that relate to qualifications from Setup and assign them to a Service Resource.
- C. Leverage the Match Skills Work Rule when scheduling appointments.
- D. Create Skills that relate to qualifications from the Skills tab and assign them to a Service Resource.

Correct Answer: BC

QUESTION 2

Universal Containers (UC) provides services to multiple machines installed at customer sites. Each machine has different issues that need to be fixed. UC wants to track progress, different parts used, and time spent on each machine when dispatching a Technician.

How should the Consultant meet these requirements?

- A. Work Orders will have multiple Service Appointments. Each Service Appointment will be linked to the Asset.
- B. Each Asset will have a Service Appointment that will represent the work needed for each machine.
- C. Each Account will have a Service Appointment that will represent the work to be done at the customer site.
- D. Work Orders will have multiple Work Order Line Items. Each Work Order Line Item will be linked to the Asset and have a Service Appointment.

Correct Answer: D

QUESTION 3

Which work rule should a field service lightning consultant use to assign service resources based on related object records?

- A. resource availability
- B. extended match
- C. match field
- D. required resources

Correct Answer: B



QUESTION 4

Approximately 70% of Universal Containers\\' site visits are inspections and quotation sessions that take roughly the same amount of time and same set of resource skills to complete. What should a Consultant recommend to streamline the creation of these work orders?

- A. Train Technicians to use Duplicate Work Order feature.
- B. Launch the Work Order Standardization Wizard.
- C. Create a standard set of Work Order Line Items.
- D. Create Work Types for use on Work Orders

Correct Answer: D

QUESTION 5

Universal Containers wants to have more control over the geography in which their Technicians are performing work. What capability should a Consultant enable?

- A. Service Territories
- B. Geotracking
- C. Territory Management
- D. Location Management

Correct Answer: A

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