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**QUESTION 1**

Universal containers has identified a business process in which a customer support agent reviews an existing work order and needs to associate an additional part to the order for the technician to successfully complete the job.

How should a consultant support this process?

- A. Add a new product required to the work order.
- B. Add a new product consumed to the work order.
- C. Add a new product required to the work type.
- D. Add a new product consumed to the work rule.

Correct Answer: C

QUESTION 2

Universal Containers provides maintenance and emergency services to its customers.

Sending Technicians to emergency calls during the day causes long travel times and reduces the number of appointments that a Technician can complete.

Which feature should the Consultant use to reduce travel time and increase Technician productivity?

- A. Reschedule Appointment
- B. Fill-in Schedule
- C. Resource Schedule Optimization
- D. Fix Overlaps

Correct Answer: C

QUESTION 3

A Technician is onsite where there is no connectivity and is required to capture the customer's signature. What is the appropriate order of operations as the Technician goes back online?

- A. Capture signature, update record, sync device, deliver Service Report.
- B. Deliver Service Report, capture signature, update record, sync device.
- C. Deliver Service Report, update record, sync device, capture signature.
- D. Capture signature, sync device, update record, deliver Service Report.

Correct Answer: A

**QUESTION 4**

Universal Containers (UC) uses Service Contract based Entitlements to determine their Service Level Agreements. UC would like to track adherence to Service Contract SLAS. Where would UC apply an Entitlement record to track the specific Service Contract SLAS?

- A. Work Order Line Items
- B. Service Contract
- C. Work Order
- D. Account

Correct Answer: D

QUESTION 5

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

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