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**QUESTION 1**

Universal Containers (UC) customers have asset scheduled to be moved between locations by field personnel. UC wants to implement a standard process focused on asset traceability. Which two object should a Consultant recommend to meet this requirement? Choose 2 answers

- A. Work Orders
- B. Assets
- C. Cases
- D. Service Appointments

Correct Answer: AB

QUESTION 2

A technician needs to get replacement part for damaged inventory on them for an upcoming job.

To which object should the technician add a product request record?

- A. work types
- B. work order
- C. service appointment
- D. service report

Correct Answer: B

QUESTION 3

Universal containers provides multiple service types (i.e., installation, maintenance, break/fix). Each service requires a variety of skills and certification for a resource to excel.

Which two configurations should a consultant implement to meet this requirement?

Choose 2 answer

- A. Assign the appropriate skills to resources.
- B. Use work types with required skills.
- C. Select the relevant work types for each resource.
- D. Create multiple work order line items per service.

Correct Answer: AB

**QUESTION 4**

At universal containers the service territory member's time zone is one hour behind the service territory time zone.

How should the consultant ensure proper scheduling and optimization for the member?

- A. Add one hour to the start and end times on the service territory.
- B. Add one hour to the start and end times on the service territory member's operating hours.
- C. Change the time zone on the service territory member's user record to match the service territory's time zone.
- D. Subtract one hour from the start and end times on the service territory.

Correct Answer: B

QUESTION 5

Universal container provides installation services for each of its products. Each product requires different number of times, and a different sets of installation tasks.

How should a consultant configure field service lightning to support this service

- A. Use the work type to define the installation services for each product- use work order to track work for each customer - use service appointment to assign the work
- B. Use cases to define the installation services for each product - use service appointment to track the work for each customer- use work order to assign the work
- C. Use service appointment to define the installation services for each product - use work order to track order for each customer use task to assign the work
- D. Use work order to define the installation services for each product use work type to each work - use work type to track work for each customer - use service appointment to assign the work

Correct Answer: A

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