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**QUESTION 1**

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 2

Northern Trail Outfitters (NTO) wants to track and report on individual tasks completed, including parts consumed and pricing details, as part of the Work Order completion process. NTO wants to schedule one or multiple tasks to different Technicians as needed.

How should the Consultant meet the requirement utilizing the standard Salesforce Field Service Data Model?

- A. Create multiple Service Appointments, each with its own child Work Order Line Item.
- B. Create Work Order Line Items, each with its own child Service Appointment.
- C. Create multiple Service Appointments, each with its own child task records.
- D. Create Custom Object records, each with its own child Service Appointment.

Correct Answer: B

QUESTION 3

Universal Containers would like to provide Field Service Technicians the ability to capture details and customer approval on completed work so that the details can be compiled and sent to the customer electronically. What should a Consultant recommend to meet this requirement?

- A. Create a Process Builder to generate a report.
- B. Create a custom report.
- C. Use the standard Service Report
- D. Use the standard Work Order email template.

Correct Answer: C

**QUESTION 4**

Customer relationships and reliable service are the main focus this year at Ursa Major Solar. Management has asked that once a technician has serviced a customer, they continue to service that customer when possible. What should the consultant recommend to meet this requirement?

- A. Designate a Skill-based resource to the Work Order.
- B. Assign a Preferred status Resource Preference to the Account.
- C. Configure an account preference on the Service Resource record.
- D. Include the Required Resource work type in Scheduling Policies.

Correct Answer: D

QUESTION 5

Northern Trail Outfitters (NTO) wants to improve customer satisfaction by setting expectations around upcoming appointments.

When designing the Customer Service Representative's user interface, in most cases, which two fields should be shared with the customer about an upcoming appointment?

Choose 2 answers

- A. Scheduled End
- B. Arrival Window Start
- C. Scheduled Start
- D. Arrival Window End

Correct Answer: BD

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