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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 Required to the Work Type. 2
- C. Add a new Product Consumed to the Work Rule. Seer
- D. Add a new Product Consumed to the Work Order.

Correct Answer: B

QUESTION 2

Universal Containers (UC) wants to track the full lifecycle of their Cases. UC defines a Case as resolved when all interactions with the customer are complete. How can a Consultant ensure that Cases are closed when all Work Orders associated to the Case are complete?

- A. Use Workflow to close the Case when all Work Orders are closed.
- B. Use Process Builder to close the Case when all Work Orders are closed.
- C. Use Workflow to close the Case when the Work Order is dispatched.
- D. Use Process Builder to close the Case when the Work Order is created.

Correct Answer: B

QUESTION 3

In which two scenarios should a consultant recommend multi day service appointment? Choose 2 answers

- A. Jobs can take longer than the available resources hours in a day.
- B. jobs need to be performed at the same site on the same day of the week.
- C. jobs require multiple stages of work performed by different resources.
- D. jobs require consecutive days of work and can span over weekends.

Correct Answer: AD

QUESTION 4



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 5

Universal Containers (UC) uses two contractors, Contractor 1 and Contractor 2, to perform repair work. Contractor 1 has provided services for UC for a longer period of time and is considered to have more repair work expertise than Contractor 2. How should the Consultant configure the Contractors' experience?

- A. Assign Contractor 1 and 2 different Skill Levels for repair Work Type.
- B. Assign Contractor 1 as a Preferred Resource.
- C. Assign Contractor 1 and 2 different capacities for repair work.
- D. Assign Contractor 2 as an Excluded Resource.

Correct Answer: A

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