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QUESTION 1

Universal Containers\\'s (UC) Technicians use the iOS Salesforce Field Service mobile app to track Service
Appointments. UC requires some customers to sign their Service Reports when work is completed. The majority of
UC\\'s customers receive a Service Report without signature capture.

How should a Consultant configure Salesforce Field Service to support customer signatures?

A. Build a Flow on the Service Appointment record.

B. Install an AppExchange eSignature solution.

C. Generate a Service Report with a Signature Type.

D. Supply each Service Technician with a portable printer.

Correct Answer: B

QUESTION 2

Universal Containers wants their Technicians to be allowed to reschedule a visit for the same work within the Field
Service mobile application. What approach should a Consultant recommend?

A. Create a Quick Action that will create anew Service Appointment record.

B. Create a Visualforce page that will create a new Work Order record.

C. Create a Quick Action that will create a new Work Order record.

D. Create a Visualforce page that will create a new Service Appointment record.

Correct Answer: A

QUESTION 3

Universal Containers has an initiative to increase customer satisfaction by committing preferred resources to accounts
and providing prompt service. Which two Scheduling Policies would assist to meet this initiative? Choose 2answers

A. Soft Boundaries

B. Customer First

C. High Intensity

D. Emergency Policy

Correct Answer: AB

QUESTION 4

Universal Containers is expecting the amount of work to increase significantly over the next three weeks. They have decided to engage a new third-party Contract Provider to help with the additional work. How should a Consultant recommend Configuring the new Contractor?

A. Create a Capacity-based Resource and delete that Resource after three weeks.

B. Create a Resource and give them 24-hour availability for the next three weeks.

C. Create a Capacity-based Resource and give them 24-hour availability for the next three weeks.

D. Create a Capacity-based Resource and give them Capacity for the next three weeks.

Correct Answer: D

QUESTION 5

Universal Containers wants to help their dispatchers determine the length of time a Work Order should last. What should the Consultant implement to help achieve this goal?

A. Work Types with an Estimated Duration.

B. Operating Hours for Customer Accounts.

C. Work Orders with Operating Hours.

D. Work Types with Service Level Agreement.

Correct Answer: A

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