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QUESTION 1

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 2

Which three objects are associated with the work type? Choose 3 answers

- A. Skills
- B. Products
- C. Article
- D. Service appointment
- E. Resource

Correct Answer: ABC

QUESTION 3

Universal Containers wants to track the work that is performed on the customer's install base.

What object relationship should the Consultant focus on to meet this requirement?

- A. Products to Accounts
- B. Assets to Products
- C. Work Orders to Assets
- D. Work Orders to Products

Correct Answer: D



QUESTION 4

the org -wide default sharing for a service appointment is set to private. If the service appointment is cancelled, which users will have visibility to the record?

- A. assigned resources, owner of service appointment and members of service territory
- B. owner of service appointment and members of user territory
- C. assigned resources, owner of service appointment and members of user territory
- D. owner of service appointment and members of service territory

Correct Answer: B

QUESTION 5

Geolocation tracking is enabled for universal container for technician but should apply to full time employees.

How can Geolocation tracking for contractors be disabled?

- A. Add the exclude technician from Geolocation tracking permission to a permission set and assign it to a contractor
- B. Unchecked the collect service resources Geolocation history field in field service mobile settings
- C. Unchecked the geocoding field on the contractor's profile
- D. Set the Geolocation update frequency field to zero for contractors

Correct Answer: A

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