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QUESTION 1

Optimization for the Midwest territory is set to automatically run each night for the next three days. The Dispatcher has noticed that the optimizer is leaving many Service Appointments unscheduled and has asked the Consultant to troubleshoot the issue. The Consultant notices that the Optimization Run Time per Service Appointment is set to Low in the Field Service Settings.

Which two conditions would make the Consultant consider setting the optimizer to High\'

Choose 2 answers

- A. The Scheduling Policy Used field is blank.
- B. The schedulingpolicy is producing too many candidates that qualify for each Service Appointment.
- C. Most service appointments have the same priority.
- D. The Calculate travel and breaks Field Service Setting is disabled for the Service Resource Availability work rule.

Correct Answer: BC

QUESTION 2

universal containers outsources 100 hours of weekly maintenance to an external contractor. Jobs are assigned to a contractor manager instead of individual external technicians. The contractor manager is in charge of updating service appointments and work orders upon completion.

How should a consultant implement the requirement?

- A. Set the individual technicians as capacity-based service resources.
- B. Create the individual technicians as service crew members.
- C. Create the contractor manager as a crew service resource.
- D. Set the contractor manager as a capacity-based service resource.

Correct Answer: D

QUESTION 3

The CFO for Universal Containers wants Work Orders to remain open until the Customer Service Report is sent. Which two items should a Consultant implement to ensure Work Orders cannot be closed? Choose 2 answers.

- A. Custom Work Order Escalation Rules
- B. Custom Validation Rule on Work Orders
- C. Custom Approval Process on Work Orders
- D. Custom Work Order Status with Category



Correct Answer: BD

QUESTION 4

What are the two benefits of using field service lightning apps instead of Salesforce mobile apps? Choose 2 answers

- A. Agents view of upcoming service appointment
- B. Offline access to flow
- C. Native customer signature capture
- D. Customized navigation menu

Correct Answer: BC

QUESTION 5

universal containers want to track the time a service resource spends on each step of a more complex repair job. This time could include travel, prep and on site time.

How could a service resource's timesheet be configured to track the total time spent on each step?

- A. Relate the timesheet entries to the work order line time
- B. Relate the timesheet entries to the service appointment
- C. Relate the time sheet to the service appointment
- D. Relate the time sheet to the work order line item

Correct Answer: A

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