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**QUESTION 1**

Universal Containers provides installation, repair, and consulting services. When Technicians complete the work, they need to provide different reports for the installation, repair, and consulting services. Which two configurations should a Consultant recommend to meet this requirement? Choose 2 answers

- A. Assets
- B. ProductTemplates
- C. Work Types
- D. Service Report Templates

Correct Answer: CD

QUESTION 2

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 3

An employee at Universal Containers performs the role of a Dispatcher and a Technician. How should a Consultant configure Salesforce Field Service to support this behavior?

- A. Create one Service Resource and assign the relevant Permission Set Licenses.
- B. Create one Service Resource and assign the Technician and Dispatcher role.
- C. Create two Skills records and assign them to the Service Resource record.
- D. Create two Service Resources and assign them to the employee.

Correct Answer: A

QUESTION 4

At universal containers the service territory member's time zone is one hour behind the service territory time zone.



How should the consultant ensure proper scheduling and optimization for the member?

- A. Add one hour to the start and end times on the service territory.
- B. Add one hour to the start and end times on the service territory member's operating hours.
- C. Change the time zone on the service territory member's user record to match the service territory's time zone.
- D. Subtract one hour from the start and end times on the service territory.

Correct Answer: B

QUESTION 5

A Dispatcher is notified of a local power outage. All service appointments in the affected area must be rescheduled to a different day.

How should the dispatcher update the service appointments?

- A. Create a map polygon of the affected area to select service appointments for rescheduling.
- B. Create a report to identify service appointments in the area and notify service resources.
- C. Push reschedule notifications to service resources using the field service lightning mobile app.
- D. Configure a new scheduling policy to change service appointments.

Correct Answer: A

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