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QUESTION 1

The dispatcher at universal containers wants to schedule service appointment from the dispatch console while taking the scheduling policy into consideration

Which three options are available to dispatchers?

- A. Select the service appointment from the list, use the "change status" action and "dispatch"
- B. Select the service appointment from the list and the "schedule" action
- C. Select multiple service appointment from the list and bulk schedule them
- D. Select a service appointment from the list, use the "candidates" action, and select the best time slot
- E. Select a service appointment from the list, use the "edit" action and allocate the Resources

Correct Answer: BCD

QUESTION 2

Universal Containers is deploying Field Service Lightning in Europe, where pricing varies by country. What Price Book structure is recommended?

- A. Utilize a custom Price Book specific to each country.
- B. Utilize the standard Price Book with pricing rules applied.
- C. Utilize a custom Price Book with pricing rules applied.
- D. Utilize a standard Price Book specific to each country.

Correct Answer: A

QUESTION 3

Universal Containers plans to implement Crew Management to better support its clients. Which area does the Consultant need to consider as part of the recommendation?

- A. The Preferred Resource service objective is ignored for active Crew Members.
- B. Capacity-based scheduling is supported for Service Crews.
- C. A service resource can only be a member of a single Crew.
- D. Salesforce Field Service considers the Recommended Crew Size when assigning appointments.

Correct Answer: C



QUESTION 4

A Client Service Representative (CSR) receives a call from a customer on Saturday. The CSR determines that the customer is covered, but the coverage is about to expire. Which two upsell activities should the CSR consider? Choose 2 answers.

- A. Open a Case and inform Customer of weekend service pricing.
- B. Open a Case and send email with new Service Offerings.
- C. Open a Case and a renewal Opportunity for the Sales team.
- D. Open a Case and create a Work Order for the Dispatch Team.

Correct Answer: AB

QUESTION 5

Universal Containers has implemented a Knowledge solution to provide Field Technicians with information necessary to complete assigned work. Which two capabilities will now be available?

- A. Attach Knowledge Articles to Work Order Line Items Only.
- B. Manage Attached Articles and Search the Knowledge Base.
- C. Attach Articles to Work Orders and Work Order Line Items.
- D. Include Quick Actions and Global Actions in Attached Articles.

Correct Answer: BC

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