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QUESTION 1

Which three overview cards does the Field Service mobile app provide as context to Technicians on upcoming Service Appointments? (Choose three.)

- A. Product Catalog
- B. Site Details
- C. Asset History
- D. Contact
- E. Address

Correct Answer: BDE

QUESTION 2

A Technician at Universal Containers (UC) is responsible for servicing multiple Assets at a customer site during a single visit. UC wants to minimize impact for the customer and consolidate work for its Technician.

What should the Consultant recommend to meet this requirement?

- A. Create and schedule independent Work Orders for each Asset, each with a Service Appointment.
- B. Create and schedule a Service Appointment with a single Work Order with Work Order Line Items for each Asset.
- C. Create designated Time Slots to ensure appropriate time is held to accommodate these types of visits.
- D. Create a single Work Order with Work Order Line Items for each Asset, each with a Service Appointment.

Correct Answer: B

QUESTION 3

Universal Containers wants to ensure that Service Appointments are only assigned to Active Resources.

Which configuration should a Consultant recommend for the Scheduling Policy?

- A. Match Fields
- B. Preferred Resources
- C. Match Boolean
- D. Required Resources.

Correct Answer: C



QUESTION 4

Universal Containers wants to standardize creation of Work Orders. Historically, Work Orders have been set up with the incorrect skills and estimated time to completion.

What should a Consultant utilize to meet this requirement?

- A. Entitlement Templates
- B. Entitlements
- C. Work Types
- D. Work Order Record Types

Correct Answer: C

QUESTION 5

Optimization for the Midwest 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 noticed that the optimization service run time per service appointment is set to low in field service settings.

Which two conditions should make the consultant consider setting the optimizer too high?

Choose 2 answers

- A. The scheduling policy used field is blank
- B. The scheduling policy is producing too many candidates that qualify for each service appointment
- C. Most service appointment 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 6

universal container requires trained inspectors to make 3 site visits per year to inspect the container customers\\' sites. These visits must be scheduled within 14 days of inspection due date.

What are two ways a Consultant can configure maintenance plans to meet the requirements?

Choose 2 answers

- A. Auto generate work order with a 14 days generation horizon
- B. Associate work type called site to maintenance plan



- C. Associate a required skill call site visits to maintain plans
- D. Auto generate work order with 14-day generation time frame

Correct Answer: AB

QUESTION 7

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 8

Universal Containers has external resources who only report back once a Service Appointment has been completed. All Internal resources need to report incremental progress on Service Appointments. How should a Consultant recommend implementing statuses to support these different user groups?

- A. Configure Status Transitions based on Resource Type.
- B. Limit Status Transition based on Profile.
- C. Allow Status Transitions based on Role.
- D. Block Status Transitions using a Validation Rule.

Correct Answer: B

QUESTION 9

Universal containers has customers who have previously negotiated pricing on some products.

Which price book structure should a consultant recommend when considering the implications of pricing on work orders?

- A. Utilize a custom global price book and add all products as price book entries
- B. Utilize a custom global price book and add price negotiated products as price book entries
- C. Create customer specific price books and add all products as price book entries
- D. customer specific price books and add only price negotiated products as price Create book entries



Correct Answer: C

QUESTION 10

A Field Service Technician wants to view a list of parts consumed during a given time period. The Technician will then use the data to replenish inventory on the truck. Which three steps should a Consultant recommend to track the number of parts consumed? Choose 3 answers.

- A. Build a report to view Products Consumed on Work Order Line Items.
- B. Build a report using the Service Appointment Inventory module.
- C. Build a report to view Products Consumed on Work Orders.
- D. Build a report using the Work Order inventory module.
- E. Build a report to view Inventory Transactions.

Correct Answer: ACE

QUESTION 11

Universal Containers is outsourcing work to a third-party Contractor. This Contractor is committed to working 100 hours per week. How should this be configured in the system?

- A. Create 5 Resources with 20 hours available a week.
- B. Create a Resource with 20 hours available a day.
- C. Create 100 Service Appointments with Contractors as Required Resources.
- D. Create a Capacity-based Resource with 100 hours capacity a week.

Correct Answer: D

QUESTION 12

Universal Containers provides maintenance and emergency services to its customers.

Sending Technicians to emergency calls during the day causes long travel times and reduces the number of appointments that a Technician can complete.

Which feature should the Consultant use to reduce travel time and increase Technician productivity?

- A. Reschedule Appointment
- B. Fill-in Schedule
- C. Resource Schedule Optimization
- D. Fix Overlaps



Correct Answer: C

QUESTION 13

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 14

A technician needs to get replacement part for damaged inventory on them for an upcoming job.

To which object should the technician add a product request record?

- A. work types
- B. work order
- C. service appointment
- D. service report

Correct Answer: B

QUESTION 15

Universal Containers (UC) has 140 service resources who handle 2,400 service appointments per day.

How should UC define Service Territories to ensure a high quality of optimization and dispatcher experience?

- A. Three Service Territories with fewer than 50 resources
- B. Two Service Territories that split the Service Resources evenly
- C. One Service Territory with four Polygons
- D. Five Service Territories with fewer than 500 Service Appointments per day

Correct Answer: A



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