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QUESTION 1

Universal Containers has a large field service team with complex logistics process. Some of the field service data and pricing is managed in applications outside of Salesforce. The Consultant recommended bringing some data into Salesforce to streamline reporting for Field Service Managers. What report would be improved by integrating financial data from an outside system?

- A. First time fix rate: The percentage of on-site service requests resolved on the first visit.
- B. Service Technician utilization: Technician wrench time per month divided by the number of work hours in a given month.
- C. Average time to repair: The average time required to repair or install an asset.
- D. Truck roll cost per customer: The need to dispatch a Service Technician to go on-site to repair or install an asset or respond to a service call.

Correct Answer: B

QUESTION 2

An inventory manager at Universal Containers wants to better understand the distribution of a critical and expensive part across all inventory locations as the part is reused and restocked.

What should the Consultant leverage to meet this requirement?

- A. Maintenance Plan
- B. Product Item
- C. Entitlement Plan
- D. Assets

Correct Answer: B

QUESTION 3

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 4

time sheet entries can be associated to which two objects? Choose 2 answer

- A. Work order line item
- B. assigned resources
- C. Service resource
- D. Work order

Correct Answer: AD

QUESTION 5

Universal Containers's Technicians may be assigned to Jobs with an arrival window to meet the customer appointment time preference. Technicians are also assigned to Jobs without a preferred appointment time.

In which two ways should the Consultant define Operating Hours to meet this requirement?

Choose 2 answers

- A. The Maintenance Plan for the Account
- B. The Due Date of the Service Appointment
- C. The Time Slots for Appointment Booking
- D. When Service Resources are available for work

Correct Answer: BC

QUESTION 6

universal containers want 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. Work order record types
- B. Entitlements
- C. Work types
- D. Entitlement templates



Correct Answer: C

QUESTION 7

Universal Containers would like to provide Field Service Technicians the ability to capture details and customer approval on completed work so that the details can be compiled and sent to the customer electronically. What should a Consultant recommend to meet this requirement?

- A. Create a Process Builder to generate a report.
- B. Create a custom report.
- C. Use the standard Service Report
- D. Use the standard Work Order email template.

Correct Answer: C

QUESTION 8

Service technicians at AW Computing use the Field Servicemobile application when in the field. The technicians rely on Knowledge articles to assist them with completing assigned work.

How should the solution be configured to ensure technicians can access relevant Knowledge articles?

- A. Create a quick action on the work order to search the Knowledge base.
- B. Attach the relevant articles to the work order or work order line items.
- C. Update the Service Appointment page layout to include the Articles related list.
- D. Add the Knowledge Lightning component to the Field Service mobile app.

Correct Answer: B

QUESTION 9

Universal containers requires trained inspectors to make three site visits per year to inspect containers sites. These visits must be scheduled within 14 days of the inspection due date.

What are two ways s consultant can configure maintenance plans to meet the requirement? Choose 2 answer

- A. Auto-generate work orders with a 14-day Generation timeframe.
- B. Associate a required skill called site visit to a maintenance plan.
- C. Auto-generate work orders with a 14-day Generation horizon.
- D. Associate a work type called site visit to a maintenance plan.

Correct Answer: CD

**QUESTION 10**

Northern Trail Outfitters wants to report on its Assets and reflect their attributes including hierarchical relationships.

How should the Consultant meet this requirement?

- A. Use the Assets without Products report.
- B. Enable and customize the View Asset Hierarchy action.
- C. Create custom reports and reference the Parent Asset and Root Asset fields.
- D. Use standard reports and reference the Parent Asset and Root Asset fields.

Correct Answer: C

QUESTION 11

Universal Containers offers 2-hour versus 4-hour appointment booking windows for Gold versus Standard Customers. What should a Consultant recommend to offer appropriate appointment booking windows?

- A. Service Due Date
- B. Customer Working Hours
- C. Customer Entitlement
- D. Service Urgency

Correct Answer: C

QUESTION 12

Universal container UC has 140 service resources who handle 2400 service appointment per day.

How should UC define the service territories to ensure the high quality of optimization and dispatcher experience?

- A. The service territories with fewer than 50 resource
- B. One service territory with four polygons
- C. Two service territories that split the service resource evenly
- D. Five service territories with fewer than 500 service appointment per day

Correct Answer: A

QUESTION 13



Ursa Major Solar (UMS) has implemented Field Service using a private record access model. UMS has also set work types to automatically generate ServiceAppointments. Which two sharing options are available for these Service Appointments?

Choose 2 answers

- A. A Service Appointment can be shared by clicking Sharing on the record.
- B. The Service Appointment's parent record can be shared with the assigned resource.
- C. Auto-generated scheduled Service Appointments will be shared with resources.
- D. Make the dispatcher the assigned resource on the Service Appointments.

Correct Answer: AD

QUESTION 14

universal containers needs a team to perform periodic maintenance on the most complex products. Which feature should the consultant configure to meet this requirement?

- A. Preferred resource
- B. Required resource
- C. Technicians with required skill
- D. Service crew

Correct Answer: D

QUESTION 15

Universal container want to track technician van stock and consigned products.

How can this will be accomplished using the field service lightning standard object model?

- A. Service resources will track van stock. Location will track time and customer sites
- B. Location will track van stock. Account will track consigned products
- C. Service resources will track van stock. Products consumed will track item at customer's site
- D. Location will track van stock and items at customer's site

Correct Answer: B

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