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QUESTION 1

Northern Trail Outfitters is implementing drip feed dispatching. When testing the new functionality, the drip does not dispatch appointments as expected. A consultant is engaged to troubleshoot the issue.

What is preventing the drip feed from triggering?

- A. The appointment status is going from Scheduled to Completed.
- B. The status on completed appointments can only be Canceled, Completed, or Cannot Complete.
- C. The default drip feed setting is overriding the drip feed rate on a service territory.
- D. Other scheduled jobs are dispatching appointments and exceeding the drip feed value.

Correct Answer: B

QUESTION 2

Universal container wants to make it easier for its managers to monitor prevention maintenance work order using dispatcher console.

Which two filtering options should manager use to find the appropriate work order?

Choose 2 answers

- A. The dispatcher console MAO and filter the list to show only desired service appointment
- B. The prevention maintenance Gantt and filter the list to show only desired work orders
- C. The dispatcher work order polygons and filters the list to show only desired service appointment
- D. The dispatcher console appointment list and filter the list to show only desired service Appointment

Correct Answer: AD

QUESTION 3

Universal Containers (UC) wants to measure their adherence to specific SLAs for all Work Orders. In which order should a Consultant Implement the setup to achieve this requirement?

- A. Set UP Milestones, Create Entitlement records, Set Up Entitlements Process for Work Orders.
- B. Set Up entitlements Process for Work Orders, Set Up Milestones, Create Entitlement records.
- C. Set Up Milestones, Set Up Entitlements Process for Work Orders, Create Entitlement records.
- D. Create Entitlement records, Set Up Entitlements Process for Work Orders, Set Up Milestones.

Correct Answer: C

QUESTION 4

Universal Containers performs service on field assets that require a sequence of work tasks. A Consultant has recommended Work Order Line Items to manage the tasks and assets/parts necessary to manage the work. Which two of the following must be considered as part of this solution to ensure Work Orders are properly completed? Choose 2 answers

- A. Use of Standard Reports to view Parent and Root Work Order Lines Items within Work Orders by Customer.
- B. Use of Work Order Line Items that automatically inherit the hierarchy of Assets attached to Work Order.
- C. Use of Work Order Line Items to link to a specific Asset within the Asset Hierarchy that represents the BoM.
- D. Use of a parent-child Work Order Line Item to create a Work Order Line Item hierarchy.

Correct Answer: AD

QUESTION 5

Northern Trail outfitters (NTO) want to track the report on individual tasks completed, including part consumed and pricing details, as part of the work order completion process. NTO want to schedule one or

multiple tasks to the different technician as needed

How should the consultant meet the requirements utilizing the standard field service lightning datamodel?

- A. Create work order line item, each with its own child service appointment
- B. Create a multiple service appointment, each with its own child task records
- C. Create a multiple service appointment each with its own child work order line item
- D. Create a custom object records, each with its own child service appointment

Correct Answer: A

QUESTION 6

Universal Containers wants their Technicians to be allowed to reschedule a visit for the same work within the Field Service mobile application. What approach should a Consultant recommend?

- A. Create a Quick Action that will create a new Service Appointment record.
- B. Create a Visualforce page that will create a new Work Order record.
- C. Create a Quick Action that will create a new Work Order record.
- D. Create a Visualforce page that will create a new Service Appointment record.

Correct Answer: A

QUESTION 7

Universal container has enabled field service lightning and want to enable milestones for work order. What should a consultant take into consideration?

- A. Creating milestones for work orders requires an entitlement for case
- B. Creating milestones trackers requires a custom lightning component
- C. Creating entitlements for work orders requires a custom lightning component
- D. Creating entitlement for class and work order must be separated

Correct Answer: D

QUESTION 8

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 a 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 9

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

QUESTION 10

Universal Containers wants to track Technicians' van stock using the Salesforce Field Service mobile app to ensure that Technicians report when parts are used.

Which three data elements should a Consultant recommend tracking to support these requirements?

Choose 3 answers

- A. Inventory
- B. Warehouse Locations
- C. Products Consumed
- D. Products Required
- E. Mobile Locations

Correct Answer: CDE

QUESTION 11

Universal Containers has implemented a flow that allows technicians to replace faulty or damaged assets directly from within the field service lightning mobile app. Once a replacement has been made, where can the asset relationships be viewed?

- A. Both the primary assets and related assets related lists on the assets object
- B. Only the primary assets related list on the assets object
- C. Both the primary assets and related assets related lists on the work order object
- D. Only the primary assets related list on the work order object

Correct Answer: B

QUESTION 12

Universal Containers would like to enforce a 48-hour SLA to ensure that Technicians perform certain follow-up activities after they leave a customer site. The starting point of the SLA is when the Work Order Status is set to "Technician Wrap Up." The Technician is required to provide confirmation that wrap up is completed. Which three configurations should a Consultant implement to ensure this can be achieved? Choose 3 answers

- A. Create an Entitlement Process which has entry criteria for Status= Technician Wrap Up.
- B. Create a Milestone which has entry criteria for Status = Technician Wrap Up.
- C. Create custom fields to capture that the Wrap UP Activities have been completed.
- D. Create a Workflow to close the Milestone when the Wrap Up is complete.
- E. Create a Process Builder to close the Milestone when the Wrap Up is complete.

Correct Answer: BCD

QUESTION 13

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 too 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 14

Universal Containers has implemented a Flow that allows Technicians to replace faulty or damaged Assets directly from within the Salesforce Field Service mobile app.

Once a replacement has been made, where can the Asset Relationships be viewed?

- A. Only the Primary Assets related list on the Asset object
- B. Both the Primary Assets and Related Assets related lists on the Work Order object
- C. Only the Primary Assets related list on the Work Order object
- D. Both the Primary Assets and Related Assets related lists on the Asset object

Correct Answer: D

QUESTION 15

Universal Containers wants to ensure that Service Appointments are dispatched to Resources from the same Service Territory only. How can this be configured?

- A. Include the Match Territory Work Rule in the Scheduling Policy.
- B. Mark the Service Territory's Resources as Required on the Service Appointments.

C. Ensure the Resource's Address is in the same Match Territory as the Service Appointments.

D. Include the Resource Availability Work Rule in the Scheduling Policy.

Correct Answer: A

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