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QUESTION 1

Universal Containers utilizes two contractors, Contractor 1 and Contractor 2, to perform repair work, Contractor 1 has provided service longer for Universal Containers and is considered to have more repair work expertise than Contractor 2. How should a Consultant configure this expertise for Contractor 1 versus Contractor 2?

- A. Assign Contractor 2 as an excluded Resource.
- B. Assign Contractor 1 and 2 different capacities for repair work.
- C. Assign Contractor 1 as a Preferred Resource.
- D. Assign Contractor 1 and 2 different Skill Levels for repair Work Type.

Correct Answer: D

QUESTION 2

Universal Containers would like to engage Contractors and Customers directly in their Field Service Solution. Which three options will provide read, write and edit access to Works Order objects? Choose 3 answers

- A. Customer Communities Plus
- B. Chatter Files Connect
- C. Chatter Customer Groups
- D. Partner Communities
- E. Customer Communities

Correct Answer: ADE

QUESTION 3

An agent has to create a work order for a complex installation. A work order line item is created line item is created for each required component so it can be tracked and priced separately. However, a few of the components are only on the company's preferred price book while the other is on the U.S price book.

Which solution should a consultant recommend so the agent can meet this requirement?

- A. Create one work order for each price book and add work order line items to the appropriate work order based on its price book.
- B. Create one work order and override the price on work order line items for products on the preferred price book.
- C. Create one work order and add work order line items based on the price book selected on the work type.
- D. Create one work order for each price book and use work types to assign the price book to work order line item.

Correct Answer: A



QUESTION 4

Universal containers has enabled field service lightning and wants to enable milestones for work orders.

What should a consultant take into consideration?

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

Correct Answer: D

QUESTION 5

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. Create customer-specific Price Books and add all products as Price Book Entries.
- C. Utilize a custom Global Price Book and add price-negotiated products as Price Book Entries.
- D. Create customer-specific Price Books and add only price-negotiated products as Price Book Entries.

Correct Answer: B

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