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QUESTION 1

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 2

An agent has to create a Work Order for a complex installation. A Work Order 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 others are on the U.S. Price Book.

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

A. Create one Work Order and add Work Order Line Items based on the Price Book selected on the Work Type.

B. Create one Work Order for each Price Book and use Work Types to assign the Price Book to each Work Order Line Item.

C. Create one Work Order and override the price on Work Order Line Items for products on the Preferred Price Book.

D. Create one Work Order for each Price Book and add Work Order Line Items to the appropriate Work Order based on its Price Book.

Correct Answer: D

QUESTION 3

Universal Containers (UC) wants to ensure that Technicians enter required information only once when completing Work Orders on the Salesforce Field Service mobile app. The information entered by Technicians needs to also update the Service Appointment and the Case that are associated to the Work Order.

What should a Consultant leverage to ensure the right data is captured from the Salesforce Field Service mobile app?

A. Quick Actions that launch a Flaw on Cases, Work Orders and Service Appointments with required fields.

B. Process Builder on Case to update the Service Appointment and Work Order.

C. Quick Action on the Work Order that launches a Flow to update the Work Order, Case, and Service Appointment.

D. Lightning Component with required fields to update the Case, Work Order and Service Appointment.

Correct Answer: C

QUESTION 4

Universal Containers wants Service Managers to quickly identify location and status changes in the lifecycle of a specific component in a customer\'s install base. What should a Consultant recommend to track the lifecycle?

A. Utilize lifecycle Object tracking on Assets.

B. Utilize Field History Tracing on Assets.

C. Utilize custom fields for change tracking on Assets.

D. Utilize a Work Order related list on Assets.

Correct Answer: B

QUESTION 5

Ursa Major Solar (UMS) has implemented Field Service using a private record access model. UMS has also set work types to automatically generate Service Appointments.

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

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