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### QUESTION 1

Each container consists of multiple parts that are tracked by assets records.

Universal container customers usually wait until several parts need service before requesting the technician come on a site to save money on the service charges.

How should consultants configure the field service lightning to track the work performed?

- A. Create a work to type automatically create relevant line time for each asset
- B. Create a work order and work order line item for each asset being serviced
- C. Create a work order for all assets being serviced and work order line item for each product consumed
- D. Create a work order for each asset being serviced

Correct Answer: B

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### QUESTION 2

A universal container customer is having issues with three containers at the customer's site. Each container is tracked as an asset on the customer's account.

Which two methods should Consultants recommend to ensure the service with each container can be handled independently?

- A. Add each asset to a separate work order line item. Create a service appointment for the work orders.
- B. Add each asset to a separate child work order. Create a service appointment for the parent work order.
- C. Add each asset to a separate work order line item. Create a service appointment for each line items.
- D. Add each asset to a separate work order. Create a service appointment for each work order.

Correct Answer: CD

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### QUESTION 3

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

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#### QUESTION 4

Northern Trail Outfitters (NTO) wants to use crews to service its customers. NTO's consultant recommends using the Crew Management tool to create and maintain the crews, and indicates that access to the tool is given via a permission set. Which two permission sets should give a user access to the Crew Management tool? Choose 2 answers

- A. FSL Agent Permissions
- B. FSL Dispatcher Permissions
- C. FSL Admin Permissions
- D. FSL Resource Permissions

Correct Answer: BC

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#### QUESTION 5

Universal Containers (UC) wants to schedule Work Orders only if Technicians have the necessary qualifications to complete the designated work. In which two ways can UC achieve this?

Choose 2 answers

- A. Leverage the Match Skills Scheduling Policy when scheduling appointments.
- B. Create Skills that relate to qualifications from Setup and assign them to a Service Resource.
- C. Leverage the Match Skills Work Rule when scheduling appointments.
- D. Create Skills that relate to qualifications from the Skills tab and assign them to a Service Resource.

Correct Answer: BC

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