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### QUESTION 1

universal container requires trained inspectors to make 3 site visits per year to inspect the container customers' sites. These visits must be scheduled within 14 days of inspection due date.

What are two ways a Consultant can configure maintenance plans to meet the requirements?

Choose 2 answers

- A. Auto generate work order with a 14 days generation horizon
- B. Associate work type called site to maintenance plan
- C. Associate a required skill call site visits to maintain plans
- D. Auto generate work order with 14-day generation time frame

Correct Answer: AB

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### QUESTION 2

Northern trail outfitters (NTO) wants to improve customer satisfaction by setting expectations around upcoming appointments.

When designing the customer service representative's user interface, in most cases which two fields should be shared with the customer about an upcoming appointment?

Choose 2 answers

- A. scheduled end
- B. arrival window starts
- C. arrival window end
- D. scheduled start

Correct Answer: BD

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### QUESTION 3

To prepare for an upgrade, a mobile technician creates a product request for three circuit boards to be sent from the main warehouse to the customer site. The completed job needs two of the boards. Which two Field Service tools should the technician use to return the unused circuit board to the warehouse? Choose 2 answers

- A. Work Order
- B. Return Order
- C. Product Transfer



D. Product Receipt

Correct Answer: BD

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#### QUESTION 4

Universal Containers want to track the time a service resource spends on each step of a more complex repair job. This time could include travel, prep and on site time.

How could a service resource's timesheet be configured to track the total time spent on each step?

- A. Relate the timesheet entries to the work order line time
- B. Relate the timesheet entries to the service appointment
- C. Relate the time sheet to the service appointment
- D. Relate the time sheet to the work order line item

Correct Answer: A

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#### QUESTION 5

When a Universal Containers (UC) Technician installs a product at a customer site, the Technician must perform all future work for that customer.

Which process should the Consultant use to meet this requirement?

- A. Add the Resource as a Required Resource on the Contact.
- B. Add the Resource as a Required Resource on the Account.
- C. Add the Resource as a Preferred Resource on the Work Order.
- D. Add the Resource as a Preferred Resource on the Asset.

Correct Answer: B

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