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QUESTION 1

Universal Containers wants to track the time a Service Resource spends on each step of more complex repair Jobs. This time could include travel, prep and on-site time.

How could the Service Resource's Time Sheet be configured to track the total time spent on each step?

- A. Relate the Time Sheet to the Service Appointment.
- B. Relate the Time Sheet Entries to the Work Order Line Item.
- C. Relate the Time Sheet Entries to the Service Appointment.
- D. Relate the Time Sheet to the Work Order Line Item.

Correct Answer: B

QUESTION 2

In the dispatch Console, when viewing the Map, which three data elements can be presented to the Dispatcher? Choose 3 answers

- A. Google Traffic Data
- B. Resource's Home Base
- C. Service Appointments
- D. Resource's Travel Speed
- E. Service Appointment Dependencies

Correct Answer: ABC

QUESTION 3

Universal Containers is evaluating a strategy for reducing the cost of service using automated scheduling. Which two approaches will contribute to this goal? Choose 2 answers

- A. Reduced Work Orders per Shift.
- B. Reduced Overtime per Work Order.
- C. Reduced Travel Time per Work Order.
- D. Reduced Absences per Employee.

Correct Answer: BC



QUESTION 4

Which configuration can Universal Containers use to brand the Salesforce Field Service mobile app?

- A. Company style sheets
- B. Company colors
- C. Company logo
- D. Company address

Correct Answer: B

QUESTION 5

Universal Containers (UC) wants to customize Service Reports provided to customers at sign-off. Which three options are available through configuration in Field Service Lightning?

- A. Add additional page to End Section of report.
- B. Add additional field to Address Section of report.
- C. Add additional field to General Section of report.
- D. Add additional image to Detail Section of report.
- E. Add additional dates in Date Section of report.

Correct Answer: ACE

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