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QUESTION 1

Each container consists of multiple parts that are tracked by Asset records. Universal Container's customers usually wait until several parts need service before requesting a Technician come on-site to save money on service charges.

How should a Consultant configure Salesforce Field Service to track the work performed?

- A. Create a Work Order and Work Order Line Item for each Asset being serviced.
- B. Create a Work Type to automatically create relevant line items for each Asset.
- C. Create a Work Type and Work Order for each Asset being serviced.
- D. Create a Work Order for all Assets being serviced and a Work Order Line Item for each Product Consumed.

Correct Answer: A

QUESTION 2

Universal Containers wants to provide Dispatchers with Account and Asset details when they hover over each Service Appointment. How should a Consultant recommend implementing this feature?

- A. Create CSS in the Dispatcher's Console.
- B. Add Fields on the Page Layout.
- C. Use Lookup Fields.
- D. Configure Field Sets on the Service Appointment.

Correct Answer: D

QUESTION 3

What is the most efficient way for a Consultant to keep Technicians proactively informed about updates to their Service Appointments and Work Orders in the Field Service mobile app?

- A. Utilize Schedules Jobs from the Field Service Admin app.
- B. Enable Notifications in Field Service Settings.
- C. Utilize Triggers to send emails to relevant users.
- D. Enable Push Notifications in the Service Console app.

Correct Answer: B

QUESTION 4



Universal Containers wants Field Technicians to capture customer authorization via a signature through Salesforce mobile app.

What should a Consultant recommend?

- A. Create a Quick Action on the Service Appointment to launch a Visualforce signature page.
- B. Create an Approval Process from the Service Appointment for the customer's Authorization.
- C. Create a Checkbox on the Service Appointment that will capture the customer's Authorization.
- D. Create a custom text field to capture the customer's signature on Salesforce mobile app.

Correct Answer: C

QUESTION 5

Universal Containers (UC) customers have asset scheduled to be moved between locations by field personnel. UC wants to implement a standard process focused on asset traceability. Which two object should a Consultant recommend to meet this requirement? Choose 2 answers

- A. Work Orders
- B. Assets
- C. Cases
- D. Service Appointments

Correct Answer: AB

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