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QUESTION 1

Universal Containers wants to monitor Customer Satisfaction (CSAT) after a Work Order is complete. How can CSAT information be collected?

- A. Add the CSAT Visualforce page to the Work Order.
- B. Install the Survey Snap-in for CSAT capture.
- C. Install an AppExchange Package.
- D. Enable the CSAT Quick Action for Work Orders.

Correct Answer: C

QUESTION 2

Universal container needs to verify that a repair job has been completed to the customer satisfaction before an invoice can be generated.

Which two items should the consultant consider?

Choose 2 answers

- A. Generate service in the organization's default language
- B. Send a feedback survey to the customer when a service appointment is completed
- C. Configure signature blocks for service report templates
- D. Add service reports templates to the appropriate repair work type

Correct Answer: BC

QUESTION 3

Universal container want to dispatch group of service appointment to there technician the number of service appointment dispatched at the time varies among different services territories. Which two settings should a consultant enable to ensure the service appointments are dispatched correctly?

- A. Set the number of services to drip feed on the service territories
- B. Set the service appointment to dispatch in the field service settings
- C. Enable sharing or dispatch service appointments
- D. Enable drip feed dispatching in field service settings

Correct Answer: AD



QUESTION 4

Each door lock that universal containers (UC) sells have a unique 20-digit code. The code represents the manufacturer, production run, and production number UC needs to track each lock in addition to the installed locks, all technician carry five replacement in their van stock

How should UC track the van stock door locks?

- A. Create a product item for each door lock utilizing standard field
- B. Create a product item with all the serial numbers in the noted section
- C. Create a product item and enter a serial number in related list
- D. Create a product item and enter technician lock quantity

Correct Answer: A

QUESTION 5

Universal Containers wants to ensure that only Field Technicians with a specialized certification are sent Work Orders of a specific type. In which two ways can a Consultant ensure the correct Resources are assigned to Work Orders? Choose 2 answers.

- A. Implement Work Types and Skill Assignments.
- B. Implement Assignment Rules and Work Orders.
- C. Assign Skills and Skill Levels to Users.
- D. Assign Skills and Skill Levels to Resources.

Correct Answer: AD

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