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QUESTION 1

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

- A. Reduce the travel time per work order
- B. Reduce the overtime per work order
- C. Reduce the number of territories
- D. Reduce the work order per shift

Correct Answer: AB

QUESTION 2

Dispatches at Universal Containers want to ensure the Resource being assigned to a Work Order has the correct training. What should a Consultant implement to accomplish this requirement?

- A. Set up Service Locations, Set up Location Skills, Define Work Types
- B. Define Work Types, Define Work Order Status, Set up Resource Skills
- C. Define Skills, Set up Skill Requirements, and Set up Resources Skills
- D. Set up Skill Requirements, Define Work Types, Set up Routing Rules.

Correct Answer: C

QUESTION 3

Universal Containers's Technicians have 12 mandatory company holidays each calendar year. Technicians need to view all of their absence records at once. Which two applications should a Consultant recommend to meet this requirement? Choose 2 answers

- A. Salesforce browser-based application
- B. Salesforce Field Service mobile application
- C. Custom mobile application
- D. Salesforce mobile application

Correct Answer: AB

QUESTION 4



Universal Containers wants to limit their Technicians\' view of Work Orders and Service Appointments in the Salesforce Field Service mobile app. What should a Consultant recommend to control their Technicians\' view?

- A. Mini-Page Layouts
- B. Page Layouts
- C. Visualforce Pages
- D. Field Sets

Correct Answer: B

QUESTION 5

What set of configurations make up Scheduling Policies and let companies adhere to their business constraints and preferences?

- A. Service Objectives and Work Types
- B. Service Objectives and Work Rules
- C. Service Levels and Work Rules
- D. Service Contracts and Service Levels.

Correct Answer: B

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