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QUESTION 1

How should the consultant recommend visualizing the highest revenue generating service appointments on the Gantt?

- A. Add the relevant field to the field set.
- B. Use map report layers.
- C. Color code using Gantt palettes.
- D. Create a Gantt action to highlight.

Correct Answer: C

QUESTION 2

Universal containers provides multiple service types (i.e., installation, maintenance, break/fix). Each service requires a variety of skills and certification for a resource to excel.

Which two configurations should a consultant implement to meet this requirement?

Choose 2 answer

- A. Assign the appropriate skills to resources.
- B. Use work types with required skills.
- C. Select the relevant work types for each resource.
- D. Create multiple work order line items per service.

Correct Answer: AB

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 overtime per work order
- B. reduced travel time per work order
- C. reduced work orders per shift
- D. reduced number of territories

Correct Answer: AB



QUESTION 4

Universal Containers wants the ability for their Field Technicians to log sales opportunities associated with their Work Orders. What configuration should a Consultant implement so Field Technicians can easily achieve this through the Field Service Mobile app?

- A. Quick Action on Opportunity to Create Work Order
- B. Quick Action on Work Order Line Items to Create Opportunity
- C. Quick Action on Work Order to Create Opportunity
- D. Quick Action on Opportunity to Create Work Order Line Item

Correct Answer: C

QUESTION 5

Universal Containers has negotiated two key SLAS: 1) initial response and 2) overall resolution of issues related to installed products. What combination of Salesforce features should a Consultant recommend to support this use case?

- A. Assets and Entitlements.
- B. Assets and Service Contracts.
- C. Accounts and Service Contracts.
- D. Accounts and Assets

Correct Answer: A

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