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QUESTION 1

Universal Containers plans to deploy field service lightning to 100 external contractors. There are 75 contractors who need access to work Orders assets mobile app, and chatter. the remaining 25 contractors are paid a commission on sales of containers and need to schedule resources.

Which license types and quantities should the consultant recommend?

- A. 100 contractors 100 contractors
- B. 25 contractors 75 contractors 25 contractors
- C. 25 contractors 100 contractors

Correct Answer: C

QUESTION 2

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 3

A Dispatcher notices that the Crew assigned to a Service Appointment is missing a skill requirement for the appointment.

How can the Dispatcher update the Service Crew to meet those requirements?

- A. Edit the Service Appointment and add a new Service Resource.
- B. Update the Service Crew on the Service Appointment's Work Type.
- C. Use the Crew Management tool to add Service Resources to the Crew.
- D. A Create a new Service Appointment with a different Crew.

Correct Answer: D

**QUESTION 4**

A Dispatcher at Universal Containers has just been informed that one of their field employees, who has five services schedules for today, called in sick. How should the workload be assigned to other Field Technicians?

- A. Drag and drop the Service Appointments to other available Resources and run Optimization.
- B. Ask the Customer Service Rep to call the customers and manually re-schedule for another day.
- C. Change the Scheduling Policy to "High Intensity" and activate the Background Optimization process.
- D. Update the Resource a not available, select the affected Service Appointments, and press "Schedule."

Correct Answer: A

QUESTION 5

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

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