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QUESTION 1

Universal Containers (UC) uses two contractors, Contractor 1 and Contractor 2, to perform repair work. Contractor 1 has provided services for UC for a longer period of time and is considered to have more repair work expertise than Contractor 2. How should the Consultant configure the Contractors' experience?

- A. Assign Contractor 1 and 2 different Skill Levels for repair Work Type.
- B. Assign Contractor 1 as a Preferred Resource.
- C. Assign Contractor 1 and 2 different capacities for repair work.
- D. Assign Contractor 2 as an Excluded Resource.

Correct Answer: A

QUESTION 2

Northern Trail Outfitters is implementing drip feed dispatching. When testing the new functionality, the drip does not dispatch appointments as expected. A consultant is engaged to troubleshoot the issue.

What is preventing the drip feed from triggering?

- A. The appointment status is going from Scheduled to Completed.
- B. The status on completed appointments can only be Canceled, Completed, or Cannot Complete.
- C. The default drip feed setting is overriding the drip feed rate on a service territory.
- D. Other scheduled jobs are dispatching appointments and exceeding the drip feed value.

Correct Answer: B

QUESTION 3

Universal Containers want to standardize creation of work orders. Historically, work orders have been set up with the incorrect skills and estimated time to completion.

What should a consultant utilize to meet this requirement?

- A. Work order record types
- B. Entitlements
- C. Work types
- D. Entitlement templates

Correct Answer: C



QUESTION 4

Universal Containers would like to engage Contractors and Customers directly in their Field ServiceSolution. Which three options will provide read, write and edit access to Works Order objects? Choose 3 answers

- A. Customer Communities Plus
- B. Chatter Files Connect
- C. Chatter Customer Groups
- D. Partner Communities
- E. Customer Communities

Correct Answer: ADE

QUESTION 5

Universal Containers performs multi-staged jobs, where the second job can only begin after completion of the first job. How should a Consultant recommend implementing this process?

- A. Create two Service Appointments, set the Related Service Appointment and Time Dependency.
- B. Create one Service Appointment with the total duration of the two jobs and assign two Resources.
- C. Create two Service Appointments and schedule them to the same Resource.
- D. Create one Service Appointmentand schedule it to two different Resources.

Correct Answer: A

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