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QUESTION 1

Universal Containers\' DSO (Days Sales Outstanding) is at an all-time high, and they are evaluating way to shorten the collection time.

What will help reduce DSO?

- A. Require Technicians log all non-billable hours.
- B. Require customer signature on billable Work Orders
- C. Require approval on all Installations.
- D. Require Technicians sign-off on Work Orders.

Correct Answer: D

QUESTION 2

Universal Containers wants to invoice its Customer for the parts used when performing repairs on installed Assets. What should a Consultant recommend to track the price of the parts consumed?

- A. Use Opportunity Line Items and Price Books to track the price.
- B. Use Products and Price Books to track the price.
- C. Use Assets and Products to track the price.
- D. Use a custom object to model the Work Order pricing and price.

Correct Answer: C

QUESTION 3

Universal Containers has a call center that responds to requests from customers and schedules time for Field Service Engineers (FSEs) to perform work on assets owned by the client. Call Center Agents are responsible for booking appointments.

Which permission set license should be assigned to the Call Center Agents?

- A. F5L Dispatcher License
- B. FSL Resource License
- C. FSL Admin License
- D. FSL Agent License

Correct Answer: D



QUESTION 4

Universal container want to track technician van stock and consigned products.

How can this will be accomplished using the field service lightning standard object model?

- A. Service resources will track van stock. Location will track time and customer sites
- B. Location will track van stock. Account will track consigned products
- C. Service resources will track van stock. Products consumed will track item at customer's site
- D. Location will track van stock and items at customer's site

Correct Answer: B

QUESTION 5

Universal Containers wants to provide Dispatchers with Account and Asset details when they hover over each Service Appointment. How should a Consultant recommend implementing this feature?

- A. Create CSS in the Dispatcher's Console.
- B. Add Fields on the Page Layout.
- C. Use Lookup Fields.
- D. Configure Field Sets on the Service Appointment.

Correct Answer: D

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