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QUESTION 1

When should both the Root Work Order and Root Work Order Line Item fields be added to page layouts?

A. When a service process dictates that there are two levels in a Work Order Hierarchy and two levels in the Work Order Line Hierarchy. (Parent Work Order can be used)

B. When a service process dictates that there is a singlelevel in a Work Order Hierarchy and more than two levels in the Work Order Line Hierarchy.

C. When a service process dictates that there are more than two levels in a Work Order Hierarchy and more than two levels in the Work Order Line Hierarchy.

D. When aservice process dictates that there are more than two levels in a Work Order Hierarchy and more than a single level in the Work Order Line Hierarchy.

Correct Answer: C

QUESTION 2

Universal Containers wants to give Field Technicians the ability to create follow-up appointments if they are unable to complete w Work Order due to missing inventory. What should a Consultant implement to meet this requirement?

A. Implement a Macro to generate Service Appointments on the existing Work Order.

B. Implement a Quick Action to create a new Work Order Line Item on the existing Work Order.

C. Implement a QuickAction to create a new Service Appointment on the existing Work Order.

D. Implement a Custom Button to Create a Service Appointment on the existing Work Order.

Correct Answer: C

QUESTION 3

Geolocation tracking is enabled for Universal Containers\\'s Technicians but should only apply to full-time employees.

How can geolocation tracking for contractors be disabled?

A. Set the Geolocation Update Frequency field to zero for contractors.

B. Add the Exclude Technician from Geolocation Tracking permission to a permission set and assign it to contractors.

C. Uncheck the Geocoding field on the Contractor\\'s profile.

D. AUncheck the Collect Service Resource Geolocation History field in Field Service Mobile Settings.

Correct Answer: B

QUESTION 4

Universal containers (UC) wants to schedule work orders only if technicians have the necessary qualifications to complete the designated work. In which two ways can UC achieve this Choose 2 answers

A. Leverage the match skills work rule when scheduling appointments

B. Create skills that relate to qualifications from setup and assign them to a service resource

C. Leverage the match skills scheduling policy when scheduling appointments

D. Create skills that relate to qualifications from the skills tab end assign them to a service resource

Correct Answer: AB

QUESTION 5

At universal containers the service territory member\'s time zone is one hour behind the service territory time zone.

How should the consultant ensure proper scheduling and optimization for the member?

A. Add one hour to the start and end times on the service territory.

B. Add one hour to the start and end times on the service territory member\'s operating hours.

C. Change the time zone on the service territory member\'s user record to matchthe service territory\'s time zone.

D. Subtract one hour from the start and end times on the service territory.

Correct Answer: B

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