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### QUESTION 1

Universal Containers is experiencing an issue where Technicians are repeatedly called back to a job that has been completed in the past. How should a Consultant recommend this information be tracked?

- A. Create a new Work Order and relate it to the previous Work Order.
- B. Create a new Work Order and relate it to the Customer.
- C. Update a field called "Repeat Call" on the initial Work Order.
- D. Create new Work Order Line Items under the initial Work Order.

Correct Answer: A

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### QUESTION 2

Universal containers want to track the full lifecycle of an installed product, including when a swap is needed as part of a service order.

Which steps technicians follow to report that a substitute asset is installed?

- A. Mark installed asset as "shipped" - create a new product - relate the product to the asset
- B. Mark installed asset as "obsolete"- create a new product - related the product to asset
- C. Mark installed asset as "shipped" - create new assets -create a new asset of relationships type = "shipment"
- D. Mark installed asset as "obsolete"- create a new product - create a new asset of relationships type =" replacement"

Correct Answer: D

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### QUESTION 3

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

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### QUESTION 4



Upon arrival for the service appointment, technician report a team of people is required to resolve the issue.

How can the dispatcher ensure the required resources are assign to the issue?

- A. Create a new work order and assign acrew
- B. Create a new service appointment and assign to crew
- C. Assign the existing service appointment to the crew
- D. Assign the existing work order to crew

Correct Answer: C

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#### QUESTION 5

Universal Containers occasionally needs to use two technicians to complete a job, however the technicians can be onsite at different

How should a consultant implement this process?

- A. Create two service appointments and set the early start to the start time of the first service appointments
- B. Create two service appointments and assign two different resources
- C. Create one service appointments and schedule two resources
- D. Create one service appointments and add two required resources

Correct Answer: B

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