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QUESTION 1

One of Universal Containers\' customers reported that the Technician sent to their site left without cleaning up the work area afterward.

How can Universal Containers ensure that a different Technician is assigned all future work for that Customer?

- A. Assign the Technician to a new Service Territory.
- B. Remove the Technician as a Preferred Resource.
- C. Create an Excluded Resource for the Account.
- D. Create a new Work Order Validation Rule.

Correct Answer: C

QUESTION 2

What set of configurations make up Scheduling Policies and let companies adhere to their business constraints and preferences?

- A. Service Objectives and Work Types
- B. Service Objectives and Work Rules
- C. Service Levels and Work Rules
- D. Service Contracts and Service Levels.

Correct Answer: B

QUESTION 3

Approximately 70% of Universal Containers\' site visits are inspections and quotation sessions that take roughly the same amount of time and same set of resource skills to complete. What should a Consultant recommend to streamline the creation of these work orders?

- A. Train Technicians to use Duplicate Work Order feature.
- B. Launch the Work Order Standardization Wizard.
- C. Create a standard set of Work Order Line Items.
- D. Create Work Types for use on Work Orders

Correct Answer: D

QUESTION 4



Universal Containers is implementing Field Service Lightning in multiple European Countries, where pricing varies by product. Which two options should a Consultant recommend when considering the setup and configuration of Price Books?

- A. Utilize Standard Global Service Price Book Entries.
- B. Utilize multiple country-specific Price Books.
- C. Utilize country-specific Price Book Entries.
- D. Utilize the standard Salesforce Price Book.

Correct Answer: D

QUESTION 5

Universal Containers (UC) wants to better understand their service business and Field Service Technician terms and schedules. A Consultant suggested UC start to forecast and plan. Which two abilities does forecasting and planning provide?

- A. Proactively adjust Service Contracts.
- B. More accurately assign Work Orders based on skills.
- C. Proactively adjust to address demand fluctuations.
- D. More consistently meet customer response times.

Correct Answer: BC

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