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QUESTION 1

Universal Containers utilizes two contractors, Contractor 1 and Contractor 2, to perform repair work, Contractor 1 has provided service longer for Universal Containers and is considered to have more repair work expertise than Contractor 2. How should a Consultant configure this expertise for Contractor 1 versus Contractor 2?

A. Assign Contractor 2 as an excluded Resource.

B. Assign Contractor 1 and 2 different capacities for repair work.

C. Assign Contractor 1 as a Preferred Resource.

D. Assign Contractor 1 and 2 different Skill Levels for repair Work Type.

Correct Answer: D

QUESTION 2

Universal Containers (UC) wants to track all customer work requests. UC has no requirement to track where the work originated from, but does need the requests tied to the customer\\'s account. What should a Consultant recommend to track these work requests?

A. Cases Only

B. Cases, Work Orders, and Tasks

C. Work Orders and Cases

D. Work Orders only

Correct Answer: C

QUESTION 3

Universal Containers wants to automatically create Work order Line Items based on the products being serviced. How can this be achieved?

A. With Entitlement Templates

B. With Workflows

C. With Process Builder

D. With Work Order Types.

Correct Answer: C

QUESTION 4

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Universal containers (UC) have enabled field service lightning and installed the managed package. UC wants to ensure that technicians can update their own appointments\' status using the dispatcher console Gantt chart.

Which steps should the consultant take to meet these requirements?

A. Createpermission sets and assign the field service lightning resource permission set and scheduling license to each technician

B. Create permission sets and assign the field service lightning admin permission set to service resources.

C. Create permission sets and assign the field service lightning scheduling and mobile permission sets to the resource profile.

D. Create permission sets and assign the field service lightning mobile permission set to service resources.

Correct Answer: A

QUESTION 5

Universal container is evaluating a strategy for reducing the cost of service using the automated scheduling.

Which two approaches will contribute to this goal?

A. Reduce the travel time perwork order

B. Reduce the overtime per work order

C. Reduce the number of territories

D. Reduce the work order per shift

Correct Answer: AB