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### QUESTION 1

A Universal Containers customer is having issues with three containers at the customer's site. Each container is tracked as an Asset on the customer's Account.

Which two methods should the Consultant recommend to ensure the service associated with each container can be handled independently?

Choose 2 answers

- A. Add each Asset to a separate Work Order Line Item. Create a Service Appointment for each Line Item.
- B. Add each Asset to a separate child Work Order. Create a Service Appointment for the parent Work Order.
- C. Add each Asset to a separate Work Order Line Item. Create a Service Appointment for the Work Order.
- D. Add each Asset to a separate Work Order. Create a Service Appointment for each Work Order.

Correct Answer: CD

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### QUESTION 2

Universal Containers schedules jobs that require multiple steps when on-site. They would like to add a new status to the existing statusflow. Which two configurations need to be set up? Choose 2 answers.

- A. Add the allowed Status Transitions in Field Service Settings.
- B. Add new Status to the Work Order
- C. Add the Status Transitions to the Technicians' Profile.
- D. Add new Status to the Service Appointment.

Correct Answer: CD

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### QUESTION 3

Technicians often need to generate reports in customer language.

Which configuration should the consultant recommend to meet the requirements?

- A. Update the language of the current user
- B. Update the default language of the organization
- C. Add the language field to the contact page layouts
- D. Add the service report language field to the work order page layout

Correct Answer: D

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#### QUESTION 4

Universal Containers wants to limit their Technicians\\' view of Work Orders and Service Appointments in the Salesforce Field Service mobile app.

What should a Consultant recommend to control their Technicians\\' view?

- A. Mini-Page Layouts
- B. Page Layouts
- C. Visualforce Pages
- D. Field Sets

Correct Answer: B

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#### QUESTION 5

Northern Trail Outfitters (NTO) wants to track and report on individual tasks completed, including parts consumed and pricing details, as part of the Work Order completion process. NTO wants to schedule one or multiple tasks to different Technicians as needed.

How should the Consultant meet the requirement utilizing the standard Salesforce Field Service Data Model?

- A. Create multiple Service Appointments, each with its own child Work Order Line Item.
- B. Create Work Order Line Items, each with its own child Service Appointment.
- C. Create multiple Service Appointments, each with its own child task records.
- D. Create Custom Object records, each with its own child Service Appointment.

Correct Answer: B

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