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### QUESTION 1

A dispatcher of a local power outage. All appointments in the affected area must be rescheduled to a different day.

How should the dispatcher update the service appointment?

- A. Create the report to identify the service appointment in the area of notified service resources.
- B. Configure a new scheduling policy to change service appointment
- C. Push reschedule notifications to service service resource using the field service lightning mobile app
- D. Create a map polygon of affected area to select service appointment for rescheduling

Correct Answer: D

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### QUESTION 2

Universal Containers has a call center that responds to requests from customers and schedules time for Field Service Engineers (FSEs) to perform work on assets owned by the client. Call Center Agents are responsible for booking appointments.

Which permission set license should be assigned to the Call Center Agents?

- A. F5L Dispatcher License
- B. FSL Resource License
- C. FSL Admin License
- D. FSL Agent License

Correct Answer: D

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### QUESTION 3

Universal Containers wants Service Managers to quickly identify location and status changes in the lifecycle of a specific component in a customer's install base. What should a Consultant recommend to track the lifecycle?

- A. Utilize lifecycle Object tracking on Assets.
- B. Utilize Field History Tracing on Assets.
- C. Utilize custom fields for change tracking on Assets.
- D. Utilize a Work Order related list on Assets.

Correct Answer: B

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#### QUESTION 4

Universal container UC has 140 service resources who handle 2400 service appointment per day.

How should UC define the service territories to ensure the high quality of optimization and dispatcher experience?

- A. The service territories with fewer than 50 resource
- B. One service territory with four polygons
- C. Two service territories that split the service resource evenly
- D. Five service territories with fewer than 500 service appointment per day

Correct Answer: A

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#### QUESTION 5

Universal Containers performs service which may require more than one task on a Work Order. A Consultant has recommended Work Order Line Items to manage the task(s). What should be considered as part of this solution to ensure tasks are dispatched?

- A. Work Order Line Items require a Case for the field technician to perform the work.
- B. All Work Order Line items inherit the required Skills for the associated Asset.
- C. Work Order Line Items require a Service Appointment for a field technician to perform the work.
- D. Scheduled Work Order Line Items have to be completed on a daily basis or rescheduled the end of day.

Correct Answer: C

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