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QUESTION 1

universal containers is evaluating a strategy for reducing the cost of service using automated scheduling.

Which toe approaches will contribute to this goal?

Choose 2 answers

A. reduced overtime per work order

B. reduced travel time per work order

C. reduced work orders per shift

D. reduced number of territories

Correct Answer: AB

QUESTION 2

Universal Containers wants to prevent the lunch break from interfering with existing scheduled work. How should a
Consultant configure the Scheduling Policy to ensure a 30-minutelunch break that begins every day after 1 PM?

A. Create a recurring Service Appointment.

B. Use the Resource Availability Rule.

C. Use appropriate Resource Operating Hours.

D. Create Resource Absences every day.

Correct Answer: D

QUESTION 3

Universal Containers Just started its Field Service Implementation and is configuring Service Territories

and Locations. The Locations need to be associated to Territories.

In which two ways should the Consultant show this relationship?

Choose 2 answers

A. Add the Service Territory Location Related List on the Service Territory page layout.

B. Add the Service Territory Location Related List on the Location page layout.

C. Create the Service Territory Location as a Location lookup field.

D. Create the Service Territory Location as a Service Territory lookup field.

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Correct Answer: AC

QUESTION 4

Universal containers (UC) wants to standardize the process that process that agents use to create andmaintain work orders which will help new agents ramp up more quickly and improve data quality and consistency. UC wants key fields, agent instructions and best practices displayed at each step of the Service process on the work order.

What should the consultant implement to meet this requirement?

A. Add a lightning component to work orders.

B. Enable path for work orders.

C. Enable knowledge on work orders.

D. Add compact layouts to work orders.

Correct Answer: C

QUESTION 5

A Dispatcher notices that the Crew assigned to a Service Appointmentis missing a skill requirement for the appointment.

How can the Dispatcher update the Service Crew to meet those requirements?

A. Edit the Service Appointment and add a new Service Resource.

B. Update the Service Crew on the Service Appointment\\'s WorkType.

C. Use the Crew Management tool to add Service Resources to the Crew.

D. A Create a new Service Appointment with a different Crew.

Correct Answer: D

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