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QUESTION 1

Northern trail outfitters (N T O) wants to automatically dispatch a technician's next two service appointments after the technician completes their current service appointment. NTO wants to be consistent across all of the service territories and control the number of service appointments that are pushed to the technician.

What automated processing should the consultant configure upon work order completion to dispatch the next two appointments?

- A. Create an apex trigger.
- B. Build a workflow rule.
- C. Configure an auto dispatch schedule job.
- D. Enable drip feed dispatch.

Correct Answer: D

QUESTION 2

Universal Containers wants to ensure that Service Appointments are dispatched to Resources from the same Service Territory only. How can this be configured?

- A. Include the Match Territory Work Rule in the Scheduling Policy.
- B. Mark the Service Territory's Resources as Required on the Service Appointments.
- C. Ensure the Resource's Address is in the same Match Territory as the Service Appointments.
- D. Include the Resource Availability Work Rule in the Scheduling Policy.

Correct Answer: A

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.



Correct Answer: AC

QUESTION 4

Universal Containers UC wants to ensure that technicians enter required information only once when completing work orders on the field service lightning mobile app. The information entered by technicians need to also update the service appointment and the case that are associated to the work order.

What should consultant leverage to ensure the right data is captured from the field service lightning mobile app?

- A. Lightning component with required field to update the case, work order and service appointment
- B. Quick actions on cases, work orders and service appointment with required fields
- C. Quick action on the work order and flow to update the case and service appointment
- D. Process builder on case to update the service appointment and work order

Correct Answer: C

QUESTION 5

An agent has to create a work order for a complex installation. A work order line item is created line item is created for each required component so it can be tracked and priced separately. However, a few of the components are only on the company's preferred price book while the other is on the U.S price book.

Which solution should a consultant recommend so the agent can meet this requirement?

- A. Create one work order for each price book and add work order line items to the appropriate work order based on its price book.
- B. Create one work order and override the price on work order line items for products on the preferred price book.
- C. Create one work order and add work order line items based on the price book selected on the work type.
- D. Create one work order for each price book and use work types to assign the price book to work order line item.

Correct Answer: C

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