**1.**Universal Containers wants to track how much time each Technician is actively working each day.  Which two data elements should be captured in order to calculate percentage of time spend actively working.

* A. Technician hours at client location.
* B. Technician work orders completed
* C. Technician hours traveling
* D. Technician hours per day.

**2.**Universal Containers (UC) wants to better understand their service business and Field Service Technician terms’ schedules.  A Consultant suggested UC start to forecast and plan.  Which two abilities does forecasting and planning provide?

* A. Proactively adjust Service Contracts.
* B. More accurately assign Work Orders based on skills.
* C. Proactively adjust to address demand fluctuations.
* D. More consistently meet customer response times.

**3.**Universal Containers would like to provide Field Service Technicians the ability to capture details and customer approval on completed work so that the details can be compiled and sent to the customer electronically.  What should a Consultant recommend to meet this requirement?

* A. Create a Process Builder to generate a report.
* B. Create a custom report.
* C. Use the standard Service Report
* D. Use the standard Work Order email template.

**4.**Universal Containers needs to implement a way to track all internal and external work associated with an inbound contact center request.  How should a Consultant recommend tracking the work?

* A. Parent/Child Work Orders
* B. Cases Only
* C. Cases and Work Orders
* D. Work Orders only

**5.**Universal Containers is implementing Field Service Lightning in multiple European Countries, where pricing varies by product.  Which two options should a Consultant recommend when considering the setup and configuration of Price Books?

* A. Utilize Standard Global Service Price Book Entries.
* B. Utilize multiple country-specific Price Books.
* C. Utilize country-specific Price Book Entries.
* D. Utilize the standard Salesforce Price Book.

**6.**Universal Containers wants to encourage their Technicians to identify sales opportunities in the field.  Which option should a Consultant recommend?

* A. Log a follow-up task on the Work Order.
* B. Call the Sales Team with the Opportunity.
* C. Create a custom filed on the Work Order.
* D. Create a Quick Action to create the Opportunity.

**7.**Universal Containers has implemented a Knowledge solution to provide Field Technicians with information necessary to complete assigned work.  Which two capabilities will now be available?

* A. Attach Knowledge Articles to Work Order Line Items Only.
* B. Manage Attached Articles and Search the Knowledge Base.
* C. Attach Articles to Work Orders and Work Order Line Items.
* D. Include Quick Actions and Global Actions in Attached Articles.

**8.**Which two configurations can companies add to brand the Field Service mobile app?

* A. Company logo
* B. Company Colors
* C. Company style sheets
* D. Company address

**9.**Universal Containers has negotiated two key SLAS: 1) initial response and 2) overall resolution of issues related to installed products.  What combination of Salesforce features should a Consultant recommend to support this use case?

* A. Assets and Entitlements.
* B. Assets and Service Contracts.
* C. Accounts and Service Contracts.
* D. Accounts and Assets

**10.**Universal Containers wants to provide a pro-formal invoice to their customer at the completion of a Work Order.  Which three should a Consultant set up in order to achieve this requirement?

* A. Create Account-wide Discounts.
* B. Apply Promotion to the Work Order.
* C. Apply Price Book to the Work Order.
* D. Create Products and Price Book Entries.
* E. Create Work Order Line Items with Products.

**11.**Universal Containers’ Customers typically like to be served by the same Technician that completed the initial installation.  How should a Consultant implement this rule?

* A. Add all other Resources as Excluded Resources.
* B. Add the Resource as a Required Resource.
* C. Add the Resource as a Preferred Resource.
* D. Add the Account as one of the Resource Skills.

**12.**[Universal Containers wants their Technicians to capture potential up-sell opportunities identified during site visits that will then be addressed by the inside sales team.  What Configuration will support this requirement?](https://www.proprofs.com/discuss/q/1375748/universal-containers-wants-their-technicians-capture-potenti)

* A. Create a Service Appointment Quick Action to create a Lead record and add it to the appropriate page layout.
* B. Create a Web-to-Lead page that submits to the inside sales team. Add a link to the Case Page Layout.
* C. Create a Public Group for the inside sales team, and share Work Orders to the group via Sharing Rules.
* D. Configure a Flow against Cases that auto-creates leads and assigns them to the insides sales team Queue.

**13.**[Universal Containers wants their Field Technicians to indicate if any of their Service Appointments are at risk of not being completed on time.  They would like for this to be achieved on a mobile device using a Quick Action.  What should a Consultant recommend to achieve this requirement?](https://www.proprofs.com/discuss/q/1123767/universal-containers-wants-their-field-technicians-indicate-)

* A. Update the Service Appointment Status filed. (can’t be done from mobile)
* B. Reschedule the Service Appointment for later. (from mobile it can only be reschedule via chatter)
* C. Update the Service Appointment Chatter feed.
* D. Update the Service Appointment field “In Jeopardy” (its not a Service Appointment field)

**14.**Universal Containers wants to allow Field Technicians to view work progress through the Work Order Line Item card in the Field Service mobile app.  How can this be supported?

* A. Create a Report Chart that summarizes Work Order Line Items and add a link to the Lens on the Service Appointment Layout.
* B. Create a custom Visualforce page, add an external link from the Mobile app to view the page in the mobile browser.
* C. Add the Work Order Line Items Related List to the Work Order Page Layout and assign the Layout to the Technician’s profile.
* D. Create a custom Lightning Component that displays Work Order progress and deploy it to Technicians through salesforce1.

**15.**Universal Containers has external resources who only report back once a Service Appointment has been completed.  All Internal resources need to report incremental progress on Service Appointments.  How should a Consultant recommend implementing statuses to support these different user groups?

* A. Configure Status Transitions based on Resource Type.
* B. Limit Status Transition based on Profile.
* C. Allow Status Transitions based on Role.
* D. Block Status Transitions using a Validation Rule.

**16.**Universal Containers wants to use Work Types, since many of their Work Orders require the same Field Service Technician skills.  What should the Consultant consider when using Work Types?

* A. A change to the skills on a Work Type will affect the required skill on Work Orders previously created from that Work Type.
* B. A Work Order inherits the Work Types required skills; however, the user has the ability to add/remove skills on the Work Order.
* C. An existing Work Order Line Item will inherit the required skill of a Work Type, regardless of any existing required skills.
* D. A Work Order Line Item will inherit their parent Work Order’s Work Type Skills, and the user is unable to make additional changes.

**17.**Universal Containers wants to have more control over the geography in which their Technicians are performing work.  What capability should a Consultant enable?

* A. Service Territories
* B. Geotracking
* C. Territory Management
* D. Location Management

**18.**Universal Containers is experiencing an issue where Technicians are repeatedly called back to a job that has been completed in the past.  How should a Consultant recommend this information be tracked?

* A. Create a new Work Order and relate it to the previous Work Order.
* B. Create a new Work Order and relate it to the Customer.
* C. Update a field called “Repeat Call” on the initial Work Order.
* D. Create new Work Order Line Items under the initial Work Order.

**19.**Universal Containers (UC) wants to customize Service Reports provided to customers at sign-off.  Which three options are available through configuration in Field Service Lightning?

* A. Add additional page to End Section of report.
* B. Add additional field to Address Section of report.
* C. Add additional filed to General Section of report.
* D. Add additional image to Detail Section of report.
* E. Add additional dates in Date Section of report.

**20.**Universal Containers wants to represent and track a Bill of Material (BoM).  What should a Consultant recommend?

* A. Use Assets and define a hierarchy.
* B. Use a custom object to model the BoM.
* C. Use an ERP to manage the BoM.
* D. Use Products and add to an Order.

**21.**A Technician is onsite where there is no connectivity and is required to capture the customer’s signature.  What is the appropriate order of operations as the Technician goes back online?

* A. Deliver Service Report, capture signature, update records, sync device.
* B. Capture signature, sync device, update record, deliver Service Report.
* C. Deliver Service Report, update record, sync device, capture signature.
* D. Capture signature, update record, sync device, deliver Service Report.

**22.**Universal Containers is concerned about the decrease in Asset Uptime metrics.  Which two actions should a Consultant recommend?

* A. Establish a Preventative Maintenance program for their install base.
* B. Integrate IoT data from their install base to detect asset issues.
* C. Launch a feedback survey to their install base and follow up on results.
* D. Review existing contracts for obsolete provisions and requirements.

**23.**Universal Containers wants to help their dispatchers determine the length of time a Work Order should last.  What should the Consultant implement to help achieve this goal?

* A. Work Types with an Estimated Duration.
* B. Operating Hours for Customer Accounts.
* C. Work Orders with Operating Hours.
* D. Work Types with Service Level Agreement.

**24.**Universal Containers typically performs installs, break-fix, and inspections for all clients.  The Service Manager wants to create a template for common work requests.  What should a Consultant implement to assist the dispatch team?

* A. Work Order Record Types for Break-fix, Install, and Inspection.
* B. Work Type Line Items for Install, Break-fix, and Inspections.
* C. Work Types and Skill Requirements for Install, Break-fix, and Inspections.
* D. Work Order custom fields to define Install, Break-fix, and Inspections.

**25.**Universal Containers wants their Technicians to be allowed to reschedule a visit for the same work within the Field Service mobile application.  What approach should a Consultant recommend?

* A. Create a Quick Action that will create a new Service Appointment record.
* B. Create a Visualforce page that will create a new Work Order record.
* C. Create a Quick Action that will create a new Work Order record.
* D. Create a Visualforce page that will create a new Service Appointment record.

**26.**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.

**27.**Universal Containers performs multi-staged jobs, where the second job can only begin after completion of the first job.  How should a Consultant recommend implementing this process?

* A. Create two Service Appointments, set the Related Service Appointment and Time Dependency.
* B. Create one Service Appointment with the total duration of the two jobs and assign two Resources.
* C. Create two Service Appointments and schedule them to the same Resource.
* D. Create one Service Appointment and schedule it to two different Resources.

**28.**Universal Containers (UC) wants to measure their adherence to specific SLAs for all Work Orders.  In which order should a Consultant Implement the setup to achieve this requirement?

* A. Set UP Milestones, Create Entitlement records, Set Up Entitlements Process for Work Orders.
* B. Set Up entitlements Process for Work Orders, Set Up Milestones, Create Entitlement records.
* C. Set Up Milestones, Set Up Entitlements Process for Work Orders, Create Entitlement records.
* D. Create Entitlement records, Set Up Entitlements Process for Work Orders, Set Up Milestones.

**29.**Universal Containers is implementing Field Service Lightning and wants to make sure the dispatch team receives Work Orders with appropriate resource and timeframe requirements defined.  What should a Consultant implement to achieve this requirement?

* A. Work Types, Skill Routing, Skill Requirements, Operating Hours
* B. Case process, Work Types, Entitlements, and Milestones
* C. Skill Requirements, Work Types, Case Process, Milestones
* D. Work Types, Skill Requirements, Entitlements, and Milestones

**30.**Containers wants to offer their Field Technicians a more limited view of Work Orders and Service Appointments in the Field Service mobile app compared to their Dispatchers.  What should a Consultant recommend so the Field Technician sees only the necessary fields?

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

**31.**A Client Service Representative (CSR) receives a call from a customer on Saturday.  The CSR determines that the customer is covered, but the coverage is about to expire.  Which two upsell activities should the CSR consider?  Choose 2 answers.

* A. Open a Case and inform Customer of weekend service pricing.
* B. Open a Case and send email with new Service Offerings.
* C. Open a Case and a renewal Opportunity for the Sales team.
* D. Open a Case and create a Work Order for the Dispatch Team.

**32.**Universal Containers wants to equip their field technicians with access to helpful information when they are in the field.  What solution should a Consultant recommend to satisfy this requirement?

* A. Attachments on Cases.
* B. Knowledge Base on Cases.
* C. Custom Links on Work Orders.
* D. Knowledge Base on Work Orders.

**33.**Universal Containers’ (UC) product named “Widget 1” should always receive phone support when an issue is logged against the product.  A UC customer calls regarding an issue on “Widget 1” at their location.  What should be implemented to ensure the customer’s case automatically receives remote technical support?

* A. Create an Entitlement Template on the Product.
* B. Create a Workflow Rule on the Case.
* C. Create a Milestone on the Product.
* D. Create a Visualforce Page on the Case.

**34.**Universal Containers has an initiative to reduce their carbon footprint.  What factor should a Consultant recommend using in a Scheduling Policy to meet the above requirement?

* A. Give the Minimize Travel Service Objective the highest weight.
* B. Remove the ASAP Service Objective.
* C. Remove the Match Location Work Rule.
* D. Add the Maximum Travel From Home Work Rule.

**35.**Universal Containers’ (UC) Technicians are required to record actual work duration against baseline estimates at the Work Order Line Item Level for certain tasks.  How can this be supported using standard fields and features?

* A. Create Work Types for all tasks requiring an estimated versus baseline value. Train Service Technicians to select the appropriate Work Type, and then update the “Duration” field on the Work Order Line Item.
* B. Train Dispatchers to update the “Duration” field when Work Orders are created. Train Service Technicians to select the appropriate Work Type, and then update the “Duration” field on the Work Order Line Item.
* C. Create Knowledge Articles with the baseline durations for each Product. Train Service Technicians to associate the appropriate Knowledge Article, and then update the “Duration” field on the Work Order Line Item.
* D. Create Work Types for all tasks requiring an estimated versus baseline value. Train Service Technicians to select the appropriate Work Type, and then update the “Duration” field on the Work Order.

**36.**Universal Containers (UC) uses Service Contract based Entitlements to determine their Service Level Agreements. UC would like to track adherence to Service Contract SLAS. Where would UC apply an Entitlement record to track the specific Service Contract SLAS?

* A. Work Order Line Items
* B. Service Contract
* C. Work Order
* D. Account

**37.**A Dispatcher at Universal Containers has just been informed that one of their field employees, who has five services schedules for today, called in sick. How should the workload be assigned to other Field Technicians?

* A. Drag and drop the Service Appointments to other available Resources and run Optimization.
* B. Ask the Customer Service Rep to call the customers and manually re-schedule for another day.
* C. Change the Scheduling Policy to “High Intensity” and activate the Background Optimization process.
* D. Update the Resource a not available, select the affected Service Appointments, and press “Schedule.”

**38.**Universal Containers wants to invoice its Customer for the parts used when performing repairs on installed Assets. What should a Consultant recommend to track the price of the parts consumed?

* A. Use Opportunity Line Items and Price Books to track the price.
* B. Use Products and Price Books to track the price.
* C. Use Assets and Products to track the price.
* D. Use a custom object to model the Work Order pricing and price.

**39.**Universal Containers has installed base equipment that requires specific expertise to install or decommission. Additionally, the effort can vary significantly based on equipment type. What solution should a Consultant recommend to efficiently manage installation and decommission work?

* A. Validation Rules and Work Types
* B. Work Types and Skill Requirements
* C. Milestones and Service Appointments
* D. Skill Requirements and Entitlements

**40.**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.

**41.**Universal Containers wants to ensure that Service Appointments are only assigned to Resources who are Active. What configuration should a Consultant recommend for the Scheduling Policy?

* A. Match Fields
* B. Required Resource
* C. Match Boolean
* D. Preferred Resource

**42.**Universal Containers is outsourcing work to a third-party Contractor. This Contractor is committed to working 100 hours per week. How should this be configured in the system?

* A. Create 5 Resources with 20 hours available a week.
* B. Create a Resource with 20 hours available a day.
* C. Create 100 Service Appointments with Contractors as Required Resources.
* D. Create a Capacity-based Resource with 100 hours capacity a week.

**43.**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.

**44.**Universal Containers wants to monitor Customer Satisfaction (CSAT) after a Work Order is complete. How can CSAT information be collected?

* A. Add the CSAT Visualforce page to the Work Order.
* B. Install the Survey Snap-in for CSAT capture.
* C. Install an AppExchange Package.
* D. Enable the CSAT Quick Action for Work Orders.

**45.**When should both the Root Work Order and Root Work Order Line Item fields be added to page layouts?

* A. When a service process dictates that there are two levels in a Work Order Hierarchy and two levels in the Work Order Line Hierarchy. (Parent Work Order can be used)
* B. When a service process dictates that there is a single level in a Work Order Hierarchy and more than two levels in the Work Order Line Hierarchy.
* C. When a service process dictates that there are more than two levels in a Work Order Hierarchy and more than two levels in the Work Order Line Hierarchy.
* D. When a service process dictates that there are more than two levels in a Work Order Hierarchy and more than a single level in the Work Order Line Hierarchy.

**46.**Universal Containers (UC) wants to track the full lifecycle of their Cases. UC defines a Case as resolved when all interactions with the customer are complete. How can a Consultant ensure that Cases are closed when all Work Orders associated to the Case are complete?

* A. Use Workflow to close the Case when all Work Orders are closed.
* B. Use Process Builder to close the Case when all Work Orders are closed.
* C. Use Workflow to close the Case when the Work Order is dispatched.
* D. Use Process Builder to close the Case when the Work Order is created.

**47.**Universal Containers offers 2-hour versus 4-hour appointment booking windows for Gold versus Standard Customers. What should a Consultant recommend to offer appropriate appointment booking windows?

* A. Service Due Date
* B. Customer Working Hours
* C. Customer Entitlement
* D. Service Urgency

**48.**Approximately 70% of Universal Containers’ site visits are inspections and quotation sessions that take roughly the same amount of time and same set of resource skills to complete. What should a Consultant recommend to streamline the creation of these work orders?

* A. Train Technicians to use Duplicate Work Order feature.
* B. Launch the Work Order Standardization Wizard.
* C. Create a standard set of Work Order Line Items.
* D. Create Work Types for use on Work Orders

**49.**A Client Service Representative (CSR) receives a call from a customer on Saturday. The CSR determines that the customer is covered, but the coverage is about to expire. Which two upsell activities should the CSR consider? Choose 2 answers.

* A. Open a Case and inform Customer of weekend service pricing.
* B. Open a Case and send email with new Service Offerings.
* C. Open a Case and a renewal Opportunity for the Sales team.
* D. Open a Case and create a Work Order for the Dispatch Team.

**50.**Universal Containers has an initiative to increase customer satisfaction by committing preferred resources to accounts and providing prompt service. Which two Scheduling Policies would assist to meet this initiative? Choose 2 answers

* A. Soft Boundaries
* B. Customer First
* C. High Intensity
* D. Emergency Policy

**51.**Universal Containers (UC) is using Field Service and has customer meetings at UC’s offices. When booking meetings, they would like them to begin on hour, every hour, between 9am-5pm. How can this be achieved?

* A. Use Territory-specific Operating Hours.
* B. Use Customer Operating Hours.
* C. Use Multiple Operating Hours with Slots for each hour.
* D. Use Exact Appointments on the Work Types.

**52.**Universal Containers wants to ensure that only Field Technicians with a specialized certification are sent Work Orders of a specific type. In which two ways can a Consultant ensure the correct Resources are assigned to Work Orders? Choose 2 answers.

* A. Implement Work Types and Skill Assignments.
* B. Implement Assignment Rules and Work Orders.
* C. Assign Skills and Skill Levels to Users.
* D. Assign Skills and Skill Levels to Resources.

**53.**Universal Containers is deploying Field Service Lightning in Europe, where pricing varies by country. What Price Book structure is recommended?

* A. Utilize a standard Price Book specific to each country.
* B. Utilize the standard Price Book with pricing rules applied.
* C. Utilize a custom Price Book specific to each country.

**54.**A Field Service Technician wants the ability to view a list of currently available parts on another Technician’s truck. The Technician will then have ability to request the part(s) from the other Technician. What should a Consultant recommend to view and transfer parts between Technicians?

* A. Build a solution to utilize the Work Order reporting module to view the truck stock and request transfer of stock.
* B. Build a solution to view the Technician’s truck stock and create a custom process to request transfer to stock.
* C. Build a solution to utilize the Parts transfer functionality to view the truck stock and request transfer of stock.
* D. Build a solution to utilize the Asset inventory functionality to view the truck stock and request transfer of stock.

**55.**Universal Containers would like to engage Contractors and Customers directly in their Field Service Solution. Which three options will provide read, write and edit access to Works Order objects? Choose 3 answers

* A. Customer Communities Plus
* B. Chatter Files Connect
* C. Chatter Customer Groups
* D. Partner Communities
* E. Customer Communities

**56.**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

**57.**Universal Containers is receiving increased complaints about incomplete Work Orders. What option should a Consultant recommend to improve this situation?

* A. Send an email CSAT survey.
* B. Implement Validation Rules and Signature Capture.
* C. Change the Scheduling Rules.
* D. Decrease Resource Rant Score.

**58.**Universal Containers wants to provide Dispatchers with Account and Asset details when they hover over each Service Appointment. How should a Consultant recommend implementing this feature?

* A. Create CSS in the Dispatcher’s Console.
* B. Add Fields on the Page Layout.
* C. Use Lookup Fields.
* D. Configure Field Sets on the Service Appointment.

**59.**The CFO for Universal Containers wants Work Orders to remain open until the Customer Service Report is sent. Which two items should a Consultant implement to ensure Work Orders cannot be closed? Choose 2 answers.

* A. Custom Work Order Escalation Rules
* B. Custom Validation Rule on Work Orders
* C. Custom Approval Process on Work Orders
* D. Custom Work Order Status with Category

**60.**Universal Containers has enabled Field Service Lightning and is looking to enable Entitlements for Work Orders. What should a Consultant take into consideration?

* A. Managing page layouts and milestone trackers can be done in salesforce1.
* B. Creating Entitlements for Cases and Work Orders must be separated.
* C. Managing page layouts and validation rules can be done in Salesforce Lightning.
* D. Creating Entitlements for Work Orders requires Lightning to be enabled.

**61.**Universal Containers is expecting the amount of work to increase significantly over the next three weeks. They have decided to engage a new third-party Contract Provider to help with the additional work. How should a Consultant recommend Configuring the new Contractor?

* A. Create a Capacity-based Resource and delete that Resource after three weeks.
* B. Create a Resource and give them 24-hour availability for the next three weeks.
* C. Create a Capacity-based Resource and give them 24-hour availability for the next three weeks.
* D. Create a Capacity-based Resource and give them Capacity for the next three weeks.

**62.**Universal Containers has a Partner Community. Work Orders are assigned to these partners. Partners are not interacting with Service Appointments or Service Resources. How would a Partner user update the Work Order record from a mobile device?

* A. Field Service mobile app
* B. Salesforce Mobile
* C. Salesforce1
* D. Salesforce Touch

**63.**Universal Containers wants their Technicians to record an Asset Number using a barcode scanner when completing Work Orders. What field types should be configured to capture this information?

* A. Barcode
* B. Formula
* C. Text
* D. Number

**64.**Universal Containers wants to reduce their mean-time-to-service. Which three Field Service processes should a Consultant recommend to accomplish this goal? Choose 3 answers.

* A. Adjust Scheduling Policy
* B. Knowledge Base
* C. Customer Entitlements
* D. Dispatching
* E. Scheduling

**65.**Universal Containers has noticed that with every new product release there is a rise in customer reported Cases and a decrease in first-time fix-rate. Which two recommendations should a Consultant make? Choose 2 answers.

* A. Publish training documentation in a closed chatter group.
* B. Increase training to Sales Representatives.
* C. Publish pre-release documentation on the Customer Community.
* D. Increase training to Field Service Technicians

**66.**A Field Service Technician wants to view a list of parts consumed during a given time period. The Technician will then use the data to replenish inventory on the truck. Which three steps should a Consultant recommend to track the number of parts consumed? Choose 3 answers.

* A. Build a report to view Products Consumed on Work Order Line Items.
* B. Build a report using the Service Appointment Inventory module.
* C. Build a report to view Products Consumed on Work Orders.
* D. Build a report using the Work Order inventory module.
* E. Build a report to view Inventory Transactions.

**67.**Universal Containers maintains their service level agreements at the customer level only. How can a Consultant ensure agents can verify coverage?

* A. Create Milestones, set up Entitlement Process, display the related List on the Work Order Page Layout.
* B. Set up Entitlement Process, set up Service Contracts, display the related List on the Contact page Layout.
* C. Create Contract Line Items, set up Entitlement Process, display the related List on the Asset Page Layout.
* D. Create Milestones, set up Entitlement Process, display the related List on the Account Page Layout.

**68.**Universal Containers provides 24/7 service support to its customers. However, their Field Service Technicians have specified working hours. Which two items should the Consultant create? Choose 2 answers.

* A. Create operating hours for the Service Appointment.
* B. Create operating hours for the Service Resource.
* C. Create operating hours for the Optimization Engine.
* D. Create operating hours for the Service Territory.

**69.**Universal Containers has Role-based Technicians and Managers who handle Service Appointments. Many times, Technicians arrive on-site but are unable to gain access to the customer’s equipment. In this scenario, only the Manager has permission to cancel the Service Appointment. How should a Consultant recommend adhering to this business process?

* A. Assign Permission Sets that allow Status Transitions.
* B. Allow Status Transitions based on Role.
* C. Limit Status Transitions based on Profile.
* D. Configure Status Transitions based on Resource Type.

**70.**Often, Technicians earn certifications that must be renewed periodically to ensure their skills remain up-to-date. How can these certifications be manager on the Resource?

* A. Add the Resource Skill and track certification using reminder.
* B. Add the Resource Skill and create Absence once expired.
* C. Add the Resource Skill as Time Phased.
* D. Add the Resource Skill and remove from the Service Territory once expired.

**71.**Universal Containers does not want the lunch break to interfere with existing scheduled work. How should a Consultant configure the Scheduling Policy to ensure a 30-minute lunch break that begins every day after 1pm?

* A. Create a recurring Service Appointment
* B. Create Resource Absences every day.
* C. Use appropriate Resource Operating Hours.
* D. Use the Resource Availability Rule.

**72.**Universal Containers wants the ability for their Field Technicians to log sales opportunities associated with their Work Orders. What configuration should a Consultant implement so Field Technicians can easily achieve this through the Field Service Mobile app?

* A. Quick Action on Opportunity to Create Work Order
* B. Quick Action on Work Order Line Items to Create Opportunity
* C. Quick Action on Work Order to Create Opportunity
* D. Quick Action on Opportunity to Create Work Order Line Item

**73.**Universal Containers wants to track the total associated price when servicing Work Order for customers. Which two of the following should a Consultant recommend? Choose 2 answers

* A. Use Work Order and Work Order Line Items.
* B. Use the Einstein Pricing Configurator.
* C. Set up Products and Price Books.
* D. Use a custom object to model the Work Order pricing.

**74.**Universal Containers has Resources working in multiple countries and time zones. Each country has different holidays and working hours as allowed by law. What should a Consultant recommend to implement these parameters with the most flexibility possible?

* A. Work Types, Resource Availabilities, and Operating Hours
* B. Service Territories, Resource Capacity, and Business Hours
* C. Service Territories, Operating Hours, and Resource Absences
* D. Skills, Operating Hours, Time Slots, and Holidays.

**75.**Universal Containers’ (UC) Technicians often report seeing competitor’s assets when on-site. UC would like to run a report on which of their customers have competitive assets. How should a Consultant recommend meeting this requirement using the Field Service mobile app?

* A. Manually create a competitor’s Asset Record on the Field Service mobile app.
* B. Use a Quick Action to create a competitor Asset Record on the Field Service mobile app.
* C. Use a Quick Action to create a Note to explain the competitor’s Asset and attach it to the Work Order.
* D. Use a Macro to create a competitor Asset Record on the Field Service mobile app.

**76.**Universal containers has a large volume of cancellations occurring on their Work Orders. The COO wants to manage Work Order cancellations and subsequent follow-ups. Which two options should a Consultant recommend? Choose 2 answers.

* A. Change the Work Order with a closed status of “Cancelled.”
* B. Change the Work Order with a status of “New.”
* C. Re-use the existing Work Order for the follow-up.
* D. Create a child Work Order for the follow-up Work Order.

**77.**Universal Containers would like to enforce a 48-hour SLA to ensure that Technicians perform certain follow-up activities after they leave a customer site. The starting point of the SLA is when the Work Order Status is set to “Technician Wrap Up.” The Technician is required to provide confirmation that wrap up is completed. Which three configurations should a Consultant implement to ensure this can be achieved? Choose 3 answers

* A. Create an Entitlement Process which has entry criteria for Status = Technician Wrap Up.
* B. Create a Milestone which has entry criteria for Status = Technician Wrap Up.
* C. Create custom fields to capture that the Wrap UP Activities have been completed.
* D. Create a Workflow to close the Milestone when the Wrap Up is complete.
* E. Create a Process Builder to close the Milestone when the Wrap Up is complete.

**78.**A Technician is onsite where there is no connectivity and is required to capture the customer’s signature. What is the appropriate order of operations as the Technician goes back online?

* A. Capture signature, update record, sync device, deliver Service Report.
* B. Deliver Service Report, capture signature, update record, sync device.
* C. Deliver Service Report, update record, sync device, capture signature.
* D. Capture signature, sync device, update record, deliver Service Report.

**79.**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.

**80.**A Universal Containers’ (UC) Technician is completing a service appointment, but is unable to finish one of the tasks defined on the Work Order Line Items because of insufficient Inventory. Assuming UC is using the standard Work Order and Line Item status picklist values, how should the work be recorded?

* A. Mark all completed Work Order Line Items as “Completed.” Mark the incomplete Work Order Line Item as “Cannot Complete” and enter details in the Description field. Mark the parent Work Order as “Cannot Complete”.
* B. Mark all Work Order Line Items as “Cannot complete,” including the incomplete Work Order Line Item; mark the parent Work Order as “In Progress.”
* C. Mark all completed Work Order Line Items as “Completed.” Mark the incomplete Work Order Line Item as “Cannot Complete” and enter details in the Description field. Mark the parent Work Order as “Closed”
* D. Mark all completed Work Order Line Items as “Completed.” Mark the incomplete Work Order Line Item as “Cannot Complete,” and enter details in the Description filed. Mark the parent Work Order as “Cancelled.”

**81.**Universal Containers is tracking customer issues in their call center. Sometimes this requires a technician to be on site at the Customer’s location. What set of steps should a Consultant recommend to dispatch the technician?

* A. Create Service Appointment, Create Work Order, Create Case, Dispatch Service Appointment.
* B. Create Case, Create Work Order, Create Service Appointment, Dispatch Service Appointment.
* C. Create Work Order, Create Case, Dispatch Work Order, Create Service Appointment.
* D. Create Case, Create Service Appointment, Create Work Order, Dispatch Service Appointment.

**82.**Universal Containers uses a complex service model that involves scheduling multiple Service Technicians for each customer interaction (e.g., an install). How can a Consultant ensure that a Service Technician enters the data necessary to track completed work?

* A. Update the Case Feed and tag the associated Service Representative.
* B. Update the Work Order Line Item and its associated parent Asset.
* C. Update the Service Appointment and its associated parent record.
* D. Update the Work Order and its associated parent Account.

**83.**Universal Containers (UC) normally focuses on minimizing travel. Weather can cause situations that require expedited on-site service. How should a Consultant recommend UC handle unplanned service during times of severe weather?

* A. Configure a new Service Level for immediate assignment.
* B. Postpone all lower-priority jobs and extend Due Dates.
* C. Manually flag Service Appointments as “In Jeopardy” due to weather.
* D. Configure Emergency Policy and use the Emergency Wizard.

**84.**Universal Containers’ (UC) customers have asset scheduled to be moved between locations by field personnel. UC wants to implement a standard process focused on asset traceability. Which two object should a Consultant recommend to meet this requirement? Choose 2 answers

* A. Work Orders
* B. Assets
* C. Cases
* D. Service Appointments

**85.**Universal Containers’ DSO (Days Sales Outstanding) is at an all-time high, and they are evaluating way to shorten the collection time. What will help reduce DSO?

* A. Require Technicians log all non-billable hours.
* B. Require customer signature on billable Work Orders
* C. Require approval on all Installations.
* D. Require Technicians sign-off on Work Orders.

**86.**In the dispatch Console, when viewing the Map, which three data elements can be presented to the Dispatcher? Choose 3 answers

* A. Google Traffic Data
* B. Resource’s Home Base
* C. Service Appointments
* D. Resource’s Travel Speed
* E. Service Appointment Dependencies

**87.**Universal Containers provides multiple service types (i.e, Installation, Maintenance, Break/Fix, etc). Each Service requires a variety of skills and certifications in order for a resource to excel. Which two configurations should a Consultant implement to meet this requirement? Choose 2 answers

* A. Create Multiple Work Orders Line Items per service.
* B. Select the relevant Work Types for each Resource.
* C. Assign the appropriate Skills to Resources.
* D. Use Work Types with required Skills.

**88.**Universal Containers has a large filed service team with complex logistics process. Some of the field service data and pricing is managed in applications outside of Salesforce. The Consultant recommended bringing some data into Salesforce to streamline reporting for Field Service Managers. What report would be improved by integrating financial data from an outside system?

* A. First time fix rate: The percentage of on-site service requests resolved on the first visit.
* B. Service Technician utilization: Technician wrench time per month divided by the number of work hours in a given month.
* C. Average time to repair: The average time required to repair or install as asset.
* D. Truck roll cost per customer: The need to dispatch a Service Technician to go on-site to repair or install an asset or respond to a service call.

**89.**The Dispatcher at Universal Containers would like to schedule Service Appointments from the Dispatcher’s Console while taking the Scheduling Policy into consideration. Which three options are available to the Dispatcher? Choose 3 answers

* A. Select a Service Appointment from the list, press the “Edit” action and allocate the Resource.
* B. Select a Service Appointment from the list and press the “Schedule” action.
* C. Select multiple Service Appointments from the list and bulk schedule them.
* D. Select a Service Appointment from the list, press the “Candidates” action, and select the best time slot.
* E. Select a Service Appointment from the list, press the “Change Status” action and “Dispatch.”

**90.**Universal Containers wants to give Field Technicians the ability to create follow-up appointments if they are unable to complete w Work Order due to missing inventory. What should a Consultant implement to meet this requirement?

* A. Implement a Macro to generate Service Appointments on the existing Work Order.
* B. Implement a Quick Action to create a new Work Order Line Item on the existing Work Order.
* C. Implement a Quick Action to create a new Service Appointment on the existing Work Order.
* D. Implement a Custom Button to Create a Service Appointment on the existing Work Order.

**91.**Universal Containers provides installation, repair, and consulting services. When Technicians complete the work, they need to provide different reports for the installation, repair, and consulting services. Which two configurations should a Consultant recommend to meet this requirement? Choose 2 answers

* A. Assets
* B. Product Templates
* C. Work Types
* D. Service Report Templates

**92.**Dispatches at Universal Containers want to ensure the Resource being assigned to a Work Order has the correct training. What should a Consultant implement to accomplish this requirement?

* A. Set up Service Locations, Set up Location Skills, Define Work Types
* B. Define Work Types, Define Work Order Status, Set up Resource Skills
* C. Define Skills, Set up Skill Requirements, and Set up Resources Skills
* D. Set up Skill Requirements, Define Work Types, Set up Routing Rules.

**93.**Universal Containers is evaluating a strategy for reducing the cost of service using automated scheduling. Which two approaches will contribute to this goal? Choose 2 answers

* A. Reduced Work Orders per Shift.
* B. Reduced Overtime per Work Order.
* C. Reduced Travel Time per Work Order.
* D. Reduced Absences per Employee.

**94.**Universal Containers performs service on field assets that require a sequence of work tasks. A Consultant has recommended Work Order Line Items to manage the tasks and assets/parts necessary to manage the work. Which two of the following must be considered as part of this solution to ensure Work Orders are properly completed? Choose 2 answers

* A. Use of Standard Reports to view Parent and Root Work Order Lines Items within Work Orders by Customer.
* B. Use of Work Order Line Items that automatically inherit the hierarchy of Assets attached to Work Order.
* C. Use of Work Order Line Items to link to a specific Asset within the Asset Hierarchy that represents the BoM.
* D. Use of a parent-child Work Order Line Item to create a Work Order Line Item hierarchy.

**95.**Universal Containers provides prompt service and has multiple service levels for different customers. Over 50% of Service Appointments are created on the same day they need to be completed. As a result, a Technician’s daily schedule can change multiple times throughout the day. What method of dispatching should a Consultant recommend implementing?

* A. Automatically schedule unscheduled services to available Resources.
* B. Automatically Dispatch Service Appointments using Drip Feed.
* C. Automatically change the status to Dispatched of all Service Appointments.
* D. Automatically run Optimization Background Job every hour.

**96.**What set of configurations make up Scheduling Policies and let companies adhere to their business constraints and preferences?

* A. Service Objectives and Work Types
* B. Service Objectives and Work Rules
* C. Service Levels and Work Rules
* D. Service Contracts and Service Levels.

**97.**Universal Containers wants ensure that inventory needed for repair jobs is tracked and managed so Technicians have the material for their jobs. Which two ways should a Consultant recommend tracking these inventory requirements in Salesforce? Choose 2 answers

* A. Products Required for Service Resources
* B. Products Required for Service Appointments
* C. Products Required for Work Order Line Items
* D. Products Required for Work Orders

**98.**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.

**99.**Universal Containers sells products that are made up of serialized components. Field Technicians often need to work on a specific component. How should a Consultant recommend tracking the products a customer buys so Work Orders can be assigned to a component?

* A. Use Work Orders and define a hierarchy.
* B. Use Orders and Order Products.
* C. Use Products and Product Families.
* D. Use Assets and define a hierarchy.

**100.**Universal Containers is looking to implement Entitlement Management to meet the following requirements: Any employee from the customer account is eligible for support. Specific purchased products are eligible for support. What Objects should be set up for Entitlement Management?

* A. Accounts and Assets
* B. Contacts and Service Contracts
* C. Accounts and Service Contracts
* D. Contracts and Assets

**101.**Universal Containers (UC) wants to generate Work Orders from their Customer Service Cases. UC would like the Work Order to be linked to the Case and have the Customer Service Representative select a pre-defined template for the Work Order within the Service Console. Which two items should a Consultant recommend in order to achieve this? Choose 2 answers

* A. Add the Work Order Quick Action on the Case,
* B. Use Work Types to achieve pre-defined templates.
* C. Add the Work Order Quick Action on the Account.
* D. Use Record Types to achieve pre-defined templates.

**102.**Universal Containers wants to process mobile payments. How can this requirement be met?

* A. Attach a picture of the credit card
* B. Add a custom filed to store the credit card number
* C. Create a custom payments object
* D. Install an AppExchange package.

**103.**What is the most efficient way for a Consultant to keep Technicians proactively informed about updates to their Service Appointments and Work Orders in the Field Service mobile app?

* A. Utilize Schedules Jobs from the Field Service Admin app.
* B. Enable Notifications in Field Service Settings.
* C. Utilize Triggers to send emails to relevant users.
* D. Enable Push Notifications in the Service Console app.

**104.**Over 70% of Universal Containers’ sales are made by Field Technicians during on-site, customer visits, Many times, after selling a product, they will install the product as part of the current body of work. How should a Consultant recommend accomplishing this in the Field Service mobile app?

* A. Create a New Task linked to the Contact and assign to a Sales Rep.
* B. Add a “Create Opportunity” Quick Action to the Work Order Line Item.
* C. Create a custom Visualforce page to create a new Opportunity.
* D. Add an “Upsell” Quick Action to the Account that creates a new Work Order

**105.**Universal Containers schedules jobs that require multiple steps when on-site. They would like to add a new status to the existing status flow. 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.