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QUESTION 1

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.

Correct Answer: C

QUESTION 2

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.

Correct Answer: C

QUESTION 3

Universal containers (UC) sells shipping containers and container parts. UC wants to track each customer\\'s container and associated parts for Florida servicing, sales, and reporting purposes.

Which solution should a consultant recommend to relate the parts to a customer\\'s container?

- A. Create an asset hierarchy on the account with the container as the root asset and the parts as child assets.
- B. Add the container as an asset on the account and mark the parts internal assets.
- C. Add the container as a product on the account and the parts to a child product related list.
- D. Create a hierarchical relationship between the parent product container and child parts products.

Correct Answer: A



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QUESTION 4

Universal Containers has identified a business process in which a Customer Support Agent reviews an existing Work Order and needs to associate an additional part to the order for the Technician to successfully complete the job.

How should a Consultant support this process?

- A. Add a new Product Required to the Work Order.
- B. Add a new Product Required to the Work Type. 2
- C. Add a new Product Consumed to the Work Rule. Seer
- D. Add a new Product Consumed to the Work Order.

Correct Answer: B

QUESTION 5

Universal containers want technicians to view work progress through the work order line-item card in the field service lightning mobile app.

Which configuration steps should a consultant take to meet this requirement?

A. add the work order line items related list of the work order page layout and assign the layout to the technician `s profile.

B. create a custom visual force page and add an external link in the field service lightning mobile app to view the page in the mobile browser.

C. create a custom lightning component that displays work order progress and deploy it to technicians through the field lightning mobile app.

D. create a report chart that summarizes work order line items and add a link to the service appointment layout.

Correct Answer: A

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