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QUESTION 1

Ursa Major Solar (UMS) has implemented Field Service using a private record access model. UMS has also set work types to automatically generate Service Appointments.

Which two sharing options are available for these Service Appointments?

Choose 2 answers

- A. A Service Appointment can be shared by clicking Sharing on the record.
- B. The Service Appointment's parent record can be shared with the assigned resource.
- C. Auto-generated scheduled Service Appointments will be shared with resources.
- D. Make the dispatcher the assigned resource on the Service Appointments.

Correct Answer: AD

QUESTION 2

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.

Correct Answer: AD

QUESTION 3

Universal container wants its technician to follow a standard operating procedure (S O P) while performing maintenance on an individual asset. Each operation should be captured independently to allow technician to enter note and update status they progress with the work preventative maintenance should be with a single visit.

Which data model should the consultant recommend to the universal container?

- A. Work order to represent the preventative maintenance on the asset - work order line item to represent the different operations - service appointment to represent the visit
- B. Service appointment to represent ante the preservative maintenance on the asset - work order line item to represent the different operations - work order to represent the visit
- C. Work order to represent the preventative maintenance on the asset - service appointment to represent the different



operations - work order line item to represent the visit

D. Work order line item represent the preventative Maintenance on the asset - work order represent the different operations- service appointment to represent visit

Correct Answer: A

QUESTION 4

A customer support agent handles an in ?bound case that requires a repair of an industrial oven at a busy restaurant. The work should be assigned to a repair technician in the area, even if the technician is currently working on another assignment.

Which scheduling action should the consultant recommend to the customer support agent?

- A. Emergency
- B. Appointment booking
- C. Fill-in schedule
- D. Get candidates

Correct Answer: A

QUESTION 5

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.

Correct Answer: AD

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