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QUESTION 1

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?

- 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 inside sales team Queue.

Correct Answer: D

QUESTION 2

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.

Correct Answer: B

QUESTION 3

Universal Containers plans to implement Crew Management to better support its clients.

Which area does the Consultant need to consider as part of the recommendation?

- A. The Preferred Resource service objective is ignored for active Crew Members.
- B. Capacity-based scheduling is supported for Service Crews.
- C. A service resource can only be a member of a single Crew.
- D. Salesforce Field Service considers the Recommended Crew Size when assigning appointments.

Correct Answer: C

QUESTION 4



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 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 5

Service technicians at AW Computing use the Field Service mobile application when in the field. The technicians rely on Knowledge articles to assist them with completing assigned work.

How should the solution be configured to ensure technicians can access relevant Knowledge articles?

- A. Create a quick action on the work order to search the Knowledge base.
- B. Attach the relevant articles to the work order or work order line items.
- C. Update the Service Appointment page layout to include the Articles related list.
- D. Add the Knowledge Lightning component to the Field Service mobile app.

Correct Answer: B

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