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QUESTION 1

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

Correct Answer: C

QUESTION 2

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

Correct Answer: B

QUESTION 3

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.

Correct Answer: C

QUESTION 4

Universal container provides multiple service types (i.e installation, maintenance, Break/fix). Each service requires a variety of skills and certification for resources to excel.



Which two configurations should a consultant implement to meet the requirements?

- A. Use work type with required skills
- B. Assign the appropriate skill to resource
- C. Select the relevant work type for each resource
- D. Create a multiple work order line per service

Correct Answer: AB

QUESTION 5

Which three objects are associated with the work type? Choose 3 answers

- A. Skills
- B. Products
- C. Article
- D. Service appointment
- E. Resource

Correct Answer: ABC

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