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QUESTION 1

Northern Trail Outfitters (NTO) wants to use crews to service its customers. NTO's consultant recommends using the Crew Management tool to create and maintain the crews, and indicates that access to the tool is given via a permission set. Which two permission sets should give a user access to the Crew Management tool? Choose 2 answers

- A. FSL Agent Permissions
- B. FSL Dispatcher Permissions
- C. FSL Admin Permissions
- D. FSL Resource Permissions

Correct Answer: BC

QUESTION 2

Universal container provides installation services for each of its products. Each product requires different number of times, and a different sets of installation tasks.

How should a consultant configure field service lightning to support this service

- A. Use the work type to define the installation services for each product- use work order to track work for each customer - use service appointment to assign the work
- B. Use cases to define the installation services for each product - use service appointment to track the work for each customer- use work order to assign the work
- C. Use service appointment to define the installation services for each product - use work order to track order for each customer use task to assign the work
- D. Use work order to define the installation services for each product use work type to each work - use work type to track work for each customer - use service appointment to assign the work

Correct Answer: A

QUESTION 3

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.

Correct Answer: CD



QUESTION 4

Universal containers (UC) wants to schedule work orders only if technicians have the necessary qualifications to complete the designated work.

In which two ways can UC achieve this?

Choose 2 answers

- A. Leverage the match skills work rule when scheduling appointments
- B. Create skills that relate to qualifications from setup and assign them to a service resource
- C. Leverage the match skills scheduling policy when scheduling appointments
- D. Create skills that relate to qualifications from the skills tab and assign them to a service resource

Correct Answer: AB

QUESTION 5

An agent has to create a Work Order for a complex installation. A Work Order Line Item is created for each required component so it can be tracked and priced separately. However, a few of the components are only on the company's Preferred Price Book while the others are on the U.S. Price Book.

Which solution should a Consultant recommend so the agent can meet this requirement?

- A. Create one Work Order and add Work Order Line Items based on the Price Book selected on the Work Type.
- B. Create one Work Order for each Price Book and use Work Types to assign the Price Book to each Work Order Line Item.
- C. Create one Work Order and override the price on Work Order Line Items for products on the Preferred Price Book.
- D. Create one Work Order for each Price Book and add Work Order Line Items to the appropriate Work Order based on its Price Book.

Correct Answer: D

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