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QUESTION 1

Universal Containers would like to report on the volume of products installed within a specific timeframe. What solution will help meet the customer's requirement?

- A. Utilize a Work Order related list on Asset.
- B. Utilize a custom "Installation Date" field on Asset.
- C. Utilize Field History Tracking on Asset.
- D. Utilize the standard "Installation Date" field on Asset.

Correct Answer: D

QUESTION 2

Universal Containers wants to process mobile payments. How can this requirement be met?

- A. Attach a picture of the credit card
- B. Add a custom field to store the credit cardnumber
- C. Create a custom payments object
- D. Install an AppExchange package.

Correct Answer: D

QUESTION 3

Universal containers wants to assign service appointments based on the polygon of the child service Territory in the hierarchy.

How should a consultant assign service appointments to the polygon?

- A. Set the polygon assignment policy to the highest level.
- B. Set the territory assignment policy to the highest level.
- C. Set the territory assignment policy to the lowest level.
- D. Set the polygon assignment policy to the lowest level.

Correct Answer: C

QUESTION 4

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



types to automatically generate ServiceAppointments. 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 5

Universal Containers is looking to implement Entitlement Management to meet the following requirements:

- 1) Any employee from the customer account is eligible for support.
- 2) Specific purchased products are eligible for support.

What Objects should be set up for Entitlement Management?

- A. Accounts and Assets
- B. Contacts and Service Contracts
- C. Accounts and Service Contracts
- D. Contracts and Assets

Correct Answer: C

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