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QUESTION 1

When the universal container UC technician installed a product at a customer site the technician must perform all future work for that customer.

Which process should the consultant use to meet the requirements?

- A. Add the resources as a required resource on the contact
- B. Add the resources as a required resource on the work order
- C. Add the resources as a required resource on the asset
- D. Add the resources as a required resource on the account

Correct Answer: D

QUESTION 2

Universal Containers' DSO (Days Sales Outstanding) is at an all-time high, and they are evaluating ways to shorten the collection time.

What will help reduce DSO?

- A. Require Technicians log all non-billable hours.
- B. Require customer signature on billable Work Orders
- C. Require approval on all Installations.
- D. Require Technicians sign-off on Work Orders.

Correct Answer: D

QUESTION 3

Universal Containers is receiving increased complaints about incomplete Work Orders. What option should a Consultant recommend to improve this situation?

- A. Send an email CSAT survey.
- B. Implement Validation Rules and Signature Capture.
- C. Change the Scheduling Rules.
- D. Decrease Resource Rant Score.

Correct Answer: B



QUESTION 4

Northern trail outfitters (NTO) asks its clients for feedback on every service visit.

NTO wants to dispatch the appropriate technicians based on customer feedback.

What are two ways the consultant can meet this requirement?

Choose 2 answers

- A. Configure and add excluded and required resource business objectives to scheduling policies.
- B. Configure customer preferences on the service resource record.
- C. Configure resource preferences on the account or work order.
- D. Configure and add excluded and required resource work rules to scheduling policies.

Correct Answer: CD

QUESTION 5

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

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