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QUESTION 1

Which three objects are associated to the Work Type? Choose 3 answers

- A. Service Appointments
- B. Products Required
- C. Resources
- D. Skill Requirements
- E. Articles

Correct Answer: BDE

QUESTION 2

Universal containers requires trained inspectors to make three site visits per year to inspect containers sites. These visits must be scheduled within 14 days of the inspection due date.

What are two ways s consultant can configure maintenance plans to meet the requirement? Choose 2 answer

- A. Auto-generate work orders with a 14-day Generation timeframe.
- B. Associate a required skill called site visit to a maintenance plan.
- C. Auto-generate work orders with a 14-day Generation horizon.
- D. Associate a work type called site visit to a maintenance plan.

Correct Answer: CD

QUESTION 3

Universal container has enabled field service lightning and want to enable milestones forwork order. What should a consultant take into consideration?

- A. Creating milestones for word orders requires an entitlement for case
- B. Creating milestones trackers requires a custom lightning component
- C. Creating entitlements for work orders requires acustom lightning component
- D. Creating entitlement for class and work order must be separated

Correct Answer: D

QUESTION 4



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 5

The dispatcher at universal containers wants wants to schedule service appointment from the dispatch console while taking the scheduling policy into consideration

Which three options are available to dispatchers?

- A. Select the service appointment from the list, use the "change status" action and "dispatch"
- B. Select the service appointment from the list and the "schedule" action
- C. Select multiple service appointment from the list and bulk schedule them
- D. Select a service appointment from the list, use the "candidates" action, and select the best time slot
- E. Select a service appointment from the list, use the "edit" action and allocate the Resources

Correct Answer: BCD

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