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QUESTION 1

Universal Containers\ (UC) Technicians use the iOS Salesforce Field Service mobile app to track Service Appointments. UC requires some customers to sign their Service Reports when work is completed. The majority of UC\ customers receive a Service Report without signature capture.

How should a Consultant configure Salesforce Field Service to support customer signatures?

- A. Build a Flow on the Service Appointment record.
- B. Install an AppExchange eSignature solution.
- C. Generate a Service Report with a Signature Type.
- D. Supply each Service Technician with a portable printer.

Correct Answer: B

QUESTION 2

universal containers want to limit their technicians view of work orders and appointment in the field service lightning mobile app.

What should a consultant recommend to control their technicians?

- A. field sets
- B. page layouts
- C. mini page layouts
- D. visual force page

Correct Answer: B

QUESTION 3

Universal Containers has Role-based Technicians and Managers who handle Service Appointments. Many times, Technicians arrive on-site but are unable to gain access to the customer\ equipment. In this scenario, only the Manager has permission to cancel the Service Appointment. How should a Consultant recommend adhering to this business process?

- A. Assign Permission Sets that allow Status Transitions.
- B. Allow Status Transitions based on Role.
- C. Limit Status Transitions based on Profile.
- D. Configure Status Transitions based on Resource Type.

Correct Answer: C



QUESTION 4

Universal Containers provides prompt service and has multiple servicelevels for different customers. Over 50% of Service Appointments are created on the same day they need to be completed. As a result, a Technician's daily schedule can change multiple times throughout the day. What method of dispatching should a Consultant recommend implementing?

- A. Automatically schedule unscheduled services to available Resources.
- B. Automatically Dispatch Service Appointments using Drip Feed.
- C. Automatically change the status to Dispatched of all Service Appointments.
- D. Automatically run Optimization Background Job every hour.

Correct Answer: B

QUESTION 5

universal containers need to send the technician into the field to service containers. It takes two technicians with specialized skill to complete the work at same time.

How should the consultant make this requirement?

- A. Create a work rule with two required skills
- B. Create a two-service crew
- C. Create a crew with two technicians
- D. Create two service appointment

Correct Answer: C

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