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QUESTION 1

Universal Containers performs multi-staged jobs, where the second job can only begin after completion of the first job. How should a Consultant recommend implementing this process?

- A. Create two Service Appointments, set the Related Service Appointment and Time Dependency.
- B. Create one Service Appointment with the total duration of the two jobs and assign two Resources.
- C. Create two Service Appointments and schedule them to the same Resource.
- D. Create one Service Appointment and schedule it to two different Resources.

Correct Answer: A

QUESTION 2

a customer makes one appointment for the sales department, and another appointment for the service department. The two appointments should be handled on the same day, but should be created as separate appointments. In addition, the technician must complete one appointment before starting the next. The agent wants to make sure these two appointments are scheduled together and in sequence.

Which three things should the consultant verify to ensure these requirements are simultaneous scheduling will occur?

Choose 3 answers

- A. The same resource and same day fields appear on the service appointments page layout.
- B. The complexwork visual force page is added to the service appointments page layout.
- C. A dependency has been created between the two appointment and the start time are the same.
- D. The checkbox uses all-or-none scheduling for related appointments in field service setting is selected.
- E. The dependency type is set to start after finish and day on the service appointment in the dependency.

Correct Answer: BDE

QUESTION 3

At universal containers the service territory member's time zone is one hour behind the service territory time zone.

How should the consultant ensure proper scheduling and optimization for the member?

- A. Add one hour to the start and end times on the service territory.
- B. Add one hour to the start and end times on the service territory member's operating hours.
- C. Change the time zone on the service territory member's user record to match the service territory's time zone.
- D. Subtract one hour from the start and end times on the service territory.



Correct Answer: B

QUESTION 4

A Client Service Representative (CSR) receives a call from a customer on Saturday. The CSR determines that the customer is covered, but the coverage is about to expire. Which two upsell activities should the CSR consider? Choose 2 answers.

- A. Open a Case and inform Customer of weekend service pricing.
- B. Open a Case and send email with new Service Offerings.
- C. Open a Case and a renewal Opportunity for the Sales team.
- D. Open a Case and create a Work Order for the Dispatch Team.

Correct Answer: AB

QUESTION 5

Universal container want to offer customers a maintenance plan that provides 12 monthly checkups the customer will call to schedule each visit.

How should consultant configure the maintenance plan to meet the requirements

- A. Set frequency to 1 month; generation time frame 0; Check auto generate work order
- B. Set frequency to 1 month; generation time frame 0; uncheck auto generate work order
- C. Set frequency to 1 month; generation time frame 12; uncheck auto generate work order
- D. Set frequency to 1 month; generation time frame 12; Check autogenerate work order

Correct Answer: B

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