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QUESTION 1

Universal Containers wants to use Work Types, since many of their Work Orders require the same Field Service
Technician skills. What should the Consultant consider when using Work Types?

A. A change to the skills on a Work Type will affect the required skill on Work Orders previously created from that Work
Type.

B. A Work Order inherits the Work Types required skills; however, the user has the ability to add/remove skills on the
Work Order.

C. An existing Work Order Line Item will inherit the required skill of a Work Type, regardless of any existing required
skills.

D. A Work Order Line Item will inherit their parent Work Order\'s Work Type Skills, and the user is unable to make
additional changes.

Correct Answer: B

QUESTION 2

universal container provides maintenance and emergency services to its customers. Sending technician emergency call
during the day causes long travel time and reduces the number of appointments that a technician can complete.

Which features should a consultant use to reduce and increase technician productivity?

A. Resource schedule optimization

B. Reschedule appointment

C. Fix overlaps

D. Fall in schedule

Correct Answer: A

QUESTION 3

When customers call in for support at AW Computing, a case is always created. If the issue cannot be solved without
dispatching a technician, a workorder is created from the case. Milestones are currently being used on cases, and
support operations would like to extend the use of milestones to the work orders. To meet this requirement, the system
administrator added the milestone Lightning componentto the work order Lightning record page. Technicians and
managers are reporting that there are no milestones listed when viewing the record.

How should this issue be resolved?

A. Make sure the case entitlement record is being shared with the service resource.

B. Add work order milestones after the case milestones to the entitlement process.

C. Ensure the work order entitlement is related to the same process as the case entitlement.

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D. Create a separate entitlement process associated to the work order object.

Correct Answer: D

QUESTION 4

Universalcontainers has enabled field service lightning and wants to enable milestones for work orders. What should a consultant take into consideration?

A. Creating milestones for work orders requires an entitlement for case.

B. Creating milestone trackers requires a custom lightning component.

C. Creating entitlements for work orders requires a custom lightning component.

D. Creating entitlements for cases and work orders must be separated.

Correct Answer: D

QUESTION 5

Universal Containers\\'s Technicians may be assigned to Jobs with an arrival window to meet the customer

appointment time preference. Technicians are also assigned to Jobs without a preferred appointment time.

In which two ways should the Consultant define Operating Hours to meet this requirement?

Choose 2 answers

A. The Maintenance Plan for the Account

B. The Due Date of the Service Appointment

C. The Time Slots for Appointment Booking

D. When Service Resources are available for work

Correct Answer: BC

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