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QUESTION 1

Universal container wants its technician to follow a standard operating procedure (S O P) while performing maintenance on an individual asset. Each operation should be captured independently to allow technician to enter note and update status they progress with the work preventative maintenance should be with a single visit

Which data model should the consultant recommend to the universal container?

- A. Work order to represent the preventative maintenance on the asset - work order line item to represent the different operations - service appointment to represent the visit
- B. Service appointment to represent ante the preservative maintenance on the asset - work order line item to represent the different operations - work order to represent the visit
- C. Work order to represent the preventative maintenance on the asset - service appointment to represent the different operations - work orderline item to represent the visit
- D. Work order line item represent the preventative Maintenance on the asset - work order represent the different operations- service appointment to represent visit

Correct Answer: A

QUESTION 2

Universal containers are implemented field service lightning and wants to make sre the dispatch team receive work orders with appropriate resources and knowledge article requirement is defined/

What should a consultant recommend to achieve this requirement?

- A. skill requirement work type and case process
- B. work type skill routing skill requirements operating house anddata categories
- C. case process work types and record types
- D. work types and skill requirements

Correct Answer: D

QUESTION 3

Universal Containers wants to help their dispatchers determine the length of time a Work Order should last. What should the Consultant implement to help achieve this goal?

- A. Work Types with an Estimated Duration.
- B. Operating Hours for Customer Accounts.
- C. Work Orders with Operating Hours.



D. Work Types with Service Level Agreement.

Correct Answer: A

QUESTION 4

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 5

Universal Containers has a large field service team with complex logistics process. Some of the field service data and pricing is managed in applications outside of Salesforce. The Consultant recommended bringing some data into Salesforce to streamline reporting for Field Service Managers. What report would be improved by integrating financial data from an outside system?

- A. First time fix rate: The percentage of on-site service requests resolved on the first visit.
- B. Service Technician utilization: Technician wrench time per month divided by the number of work hours in a given month.
- C. Average time to repair: The average time required to repair or install an asset.
- D. Truck roll cost per customer: The need to dispatch a Service Technician to go on-site to repair or install an asset or respond to a service call.

Correct Answer: B

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