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QUESTION 1

Universal Containers would like to provide Field Service Technicians the ability to capture details and customer approval on completed work so that the details can be compiled and sent to the customer electronically.

What should a Consultant recommend to meet this requirement?

- A. Create a Process Builder to generate a report.
- B. Use the standard Service Report.
- C. Use the standard Work Order email template.
- D. Create a custom report.

Correct Answer: B

QUESTION 2

Upon arrival for a Service Appointment, the Field Service Technician reports that a team of people is required to resolve the issue.

How can the Dispatcher ensure that the required staff is assigned to the project?

- A. Assign the existing Work Order to a Crew.
- B. Assign the existing Service Appointment to a Crew.
- C. Assign the existing Work Order to each staff member.
- D. Create a new Service Appointment and assign a Crew.

Correct Answer: D

QUESTION 3

Universal Containers\' (UC) Technicians often report seeing competitors\' assets when on-site. UC would like to run a report on which of their customers have competitive assets. How should a Consultant recommend meeting this requirement using the Field Service mobile app?

- A. Manually create a competitor\'s Asset Record on the Field Service mobile app.
- B. Use a Quick Action to create a competitor\'s Asset Record on the Field Service mobile app.
- C. Use a Macro to create a competitor\'s Asset Record on the Field Service mobile app.
- D. Use a Quick Action to create a Note to explain the competitor\'s Asset and attach it to the Work Order.

Correct Answer: B



QUESTION 4

The Disaster at Universal Containers would like to schedule Service Appointments from the Dispatcher\\'s Console while taking the Scheduling Policy into consideration.

Which three options are available to the Disaster? (Choose three.)

- A. Select a Service Appointment from the list, press the "Change Status" action and "Dispatch".
- B. Select a Service Appointment from the list, press the "Candidates" action, and select the best time slot.
- C. Select a Service Appointments from the list and press the "Schedule" action.
- D. Select multiple Service Appointment from the list and bulk schedule them.
- E. Select a Service Appointment from the list, press the "Edit" action and allocate the Resource.

Correct Answer: BCD

QUESTION 5

Salesforce Connect custom adapters support:

- A. Search
- B. Cross-object relationships
- C. All of these
- D. Data paging

Correct Answer: C

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