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### Question: 109

Universal Containers wants to measure their adherence to specific SLAs for all Work Orders.

In which order should a Consultant implement the setup to achieve this requirement?

- A. Set Up Milestones, Create Entitlement records, Set Up Entitlements Process for Work Orders.**
- B. Set Up Entitlements Process for Work Orders, Set Up Milestones, Create Entitlement records.**
- C. Create Entitlement records, Set Up Entitlements Process for Work Orders, Set Up Milestones.**
- D. Set Up Milestones, Set Up Entitlements Process for Work Orders, Create Entitlement records.**

Answer: B

### Question: 110

Universal Containers performs service on field assets that require a sequence of work tasks. A Consultant has recommended Work Order Line Items to manage the tasks and assets/parts necessary to manage the work. Which two of the following must be considered as part of this solution to ensure Work Orders are properly completed? (Choose two.)

- A. Use of Work Order Line Items that automatically inherit the hierarchy of Assets attached to Work Order.**
- B. Use of a parent-child Work Order Line Item to create a Work Order Line Item hierarchy.**
- C. Use of Work Order Line Items to link to a specific Asset within the Asset Hierarchy that represents the BoM.**
- D. Use of Standard Reports to view Parent and Root Work Order Lines Items within Work Orders by Customer.**

Answer: BC

### Question: 111

Universal Containers wants their Technicians to record Asset Number using a barcode scanner when completing Work Orders. What field type should be configured to capture this information?

- A. Barcode**
- B. Date**
- C. Formula**
- D. Text**

Answer: D

### Question: 112

Universal Containers has a Partner Community. Work Orders are assigned to these partners. Partners are not interacting with Service Appointments or Service Resources.

How would a Partner user update the Work Order record from a mobile device?

- A. Field Service mobile app**
- B. Salesforce mobile app**
- C. Work Order records cannot be updated on a mobile device**
- D. Salesforce Touch**

Answer: B

### Question: 113

Universal Containers wants to reduce their mean-time-to-service.

Which three Field Service process should a Consultant recommend to accomplish this goal? (Choose three.)

- A. Adjust Scheduling Policy**
- B. Knowledge Base**
- C. Dispatching**
- D. Customer Entitlements**
- E. Scheduling**

Answer: ABC

### Question: 114

Universal Containers wants to invoice its customer for the parts used when performing repairs on installed Assets.

What should a Consultant recommend to track the price of the parts consumed?

- A. Use Products and Price Books to track the price.**
- B. Use Opportunity Line Items and Price Books to track the price.**
- C. Use a custom object to model the Work Order pricing and price.**
- D. Use Assets and Products to track the price.**

Answer: A

### Question: 115

Universal Containers wants to track the total associated price when servicing Work Orders for customers.

Which two of the following should the Consultant recommend? (Choose two.)

- A. Use Work Order and Work Order Line Items.**
- B. Use a custom object to model the Work Order pricing.**
- C. Use the Einstein Pricing Configurator.**
- D. Set up Products and Price Books.**

Answer: AD

### Question: 116

In the Dispatch Console, when viewing the Map, which three data elements can be presented to the Dispatcher? (Choose three.)

- A. Google Traffic Data**
- B. Service Appointment Dependencies**
- C. Resource's Home Base**
- D. Service Appointments**
- E. Resource's Travel Speed**

Answer: ACD

### Question: 117

Universal Containers wants Field Technicians to capture customer authorization via a signature through Salesforce mobile app.

What should a Consultant recommend?

- A. Create a Quick Action on the Service Appointment to launch a Visualforce signature page.**
- B. Create an Approval Process from the Service Appointment for the customer's Authorization.**
- C. Create a checkbox on the Service Appointment that will capture the customer's Authorization.**
- D. Create a custom text field to capture the customer's signature on Salesforce mobile app.**

Answer: C

### Question: 118

Universal Containers maintains their service level agreements at the customer level only.  
How can a Consultant ensure agents can verify coverage?

- A. Set up Entitlement Process, set up Service Contracts, display the related List on the Contact Page Layout.**
- B. Create Milestones, set up Entitlement Process, display the related List on the Work Order Page Layout.**
- C. Create Milestones, set up Entitlement Process, display the related List on the Account Page Layout.**
- D. Create Contract Line Items, set up Entitlement Process, display the related List on the Asset Page Layout.**

Answer: C

### Question: 119

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's 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.**

Answer: C

### Question: 120

Universal Containers is tracking customer issues in their call center. Sometimes this requires a Technician to be on-site at the customer's location.

What set of steps should a Consultant recommend to dispatch the Technician?

- A. Create Case, Create Service Appointment, Create Work Order, Dispatch Service Appointment.**
- B. Create Work Order, Create Case, Dispatch Work Order, Create Service Appointment.**
- C. Create Service Appointment, Create Work Order, Create Case, Dispatch Service Appointment.**
- D. Create Case, Create Work Order, Create Service Appointment, Dispatch Service Appointment.**

Answer: D

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