Question 1

Universal Containers (UC) provides services to multiple machines installed at customer sites. Each machine has different issues that need to be fixed. UC wants to track progress, different parts used, and time spent on each machine when dispatching a Technician.

How should the Consultant meet these requirements?

Options:

A- Each Asset will have a Service Appointment that will represent the work needed for each machine.

B- Work Orders will have multiple Work Order Line Items. Each Work Order Line Item will be linked to the Asset and have a Service Appointment.

C- Work Orders will have multiple Service Appointments. Each Service Appointment will be linked to the Asset.

D- Each Account will have a Service Appointment that will represent the work to be done at the customer site.

Answer:

B

Explanation:

Question 2

Question Type: MultipleChoice

Universal Containers's Dispatchers want to visualize the planned travel route for a Technician during their shift.

Which feature should the Consultant recommend to meet the requirement?

Options:

A- Service Appointment Reports

B- Service Resource Dashboard

C- Street-level Routing

D- Aerial Routing

Answer:

C

Explanation:

This option allows visualizing the planned travel route for a technician on a map, based on the street-level directions and traffic conditions. Reference: https://help.salesforce.com/s/articleView?id=sf.fs_street_level_routing.htm&type=5

Question 3

Question Type: MultipleChoice

To prepare for an upgrade, a mobile technician creates a product request for three circuit boards to be sent from the main warehouse to the customer site. The completed job needs two of the boards. Which two Field Service tools should the technician use to return the unused circuit board to the warehouse? Choose TWO answers

Options:

A- Work Order

B- Return Order

c. Product Transfer

D- Product Receipt

Answer:

B, D

Explanation:

The technician would use a Return Order to create a return for the unused circuit board. The Return Order would specify the quantity of the product being returned, the reason for the return, and the shipping address. The technician would then use a Product Receipt to record the receipt of the returned product. The Product Receipt would specify the quantity of the product received, the condition of the product, and the location of the product.

The other two options are incorrect because they are not used to return products. A Work Order is used to track the work that needs to be done on a product or service. A Product Transfer is used to move products from one location to another.

Question 4

Question Type: **MultipleChoice**

Universal Containers (UC) schedules jobs that require multiple steps when on-site. UC wants to add a new status to the existing status flow.

Which two configurations should the Consultant set up to meet this requirement?

Choose ? answers

A, Add the Status Transitions to the Technicians' Profile.

Options:

B- Add new Status to the Service Appointment.

C- Add new status to Status Transitions.

D- Add new Status to the Case.

Answer:

B, C

Explanation:

hese two configurations allow adding a new status to the existing status flow for Service Appointments, and defining which statuses can transition to or from the new status. Reference: https://help.salesforce.com/s/articleView?id=sf.fs_status_transitions.htm&type=5

Question 5

Universal Containers has implemented a Flow that allows Technicians to replace faulty or damaged Assets directly from within the Salesforce Field Service mobile app.

Once a replacement has been made, where can the Asset Relationships be viewed?

Options:

A- Only the Primary Assets related list on the Asset object

B- Only the Primary Assets related list on the Work Order object

C- Both the Primary Assets and Related Assets related lists on the Work Order object

D- Both the Primary Assets and Related Assets related lists on the Asset object

Answer:

D

Explanation:

Question 6

Question Type: MultipleChoice

Universal Containers (UC) is rolling out Inventory Management to better manage parts and inventory. UC wants to automatically associate certain parts and products to Work Orders upon creation based on the work to be performed.

How should the Consultant meet this requirement?

Options:

A- Add Products to the Products Required Related List on the Asset object.

B- Add Products to the Work Order Products Related List on the Asset object.

C- Add Products to the Products Required Related List on the Work Type object.

D- Add Products to the Work Order Products Related List on the Work Type object.

Answer:

C

Explanation:

This option allows automatically associating certain products to Work Orders based on the work type selected, and generating Work Order Line Items for those products. Reference: https://help.salesforce.com/s/articleView?id=sf.fs_work_types.htm&type=5

Question 7

Question Type: MultipleChoice

Northern Trail Outfitters (NTO) wants to automatically dispatch a Technician's next two Service Appointments after the Technician completes their current Service Appointment. NTO wants to be consistent across all of the Service Territories and control the number of Service Appointments that are pushed to the Technician.

What automated processing should the Consultant configure upon Work Order completion to dispatch the next two Appointments?

Options:

A- Build a Workflow Rule.

B- Create an Apex Trigger.

C- Enable Drip feed Dispatch.

D- Configure an Auto Dispatch Scheduled Job.

Answer:

C

Explanation:

This option allows automatically dispatching a certain number of Service Appointments to a technician after they complete their current one, based on a predefined criteria. Reference: https://help.salesforce.com/s/articleView?id=sf.fs_drip_feed_dispatch.htm&type=5