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Question: 50

Universal Containers has noticed that with every new product release there is a rise in customer reported Cases and a decrease in first-time fix-rate.
Which two recommendations should a Consultant make? (Choose two.)
A. Publish pre-release documentation on the Customer Community.
B. Publish training documentation in a closed Chatter group.
C. Increase training to Sales Representatives.
D. Increase training to Field Service Technicians.

Answer: AD

Question: 51

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. Resources Travel Speed

Answer: ACD

Question: 52

Universal Containers wants to invoice its customers 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: 53

Universal Containers wants to track the total associated price when servicing Work Orders for Customers.
Which two of the following should a 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: 54

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 Work Order Lines Items within Work Orders by Customer.

Answer: BC

Question: 55

Universal Containers wants their Technicians to record an 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: 56

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: 57

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.
Who 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: 58

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

Question: 59

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

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