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Question: 199

A Client Service Representative (CSR) receives a call from a customer on Saturday. The CSR determines that the customer is covered, but the coverage is about to expire.

Which two upsell activities should the CSR consider? Choose 2 answers.

- A . Open a Case and inform Customer of weekend service pricing.
- B . Open a Case and send email with new Service Offerings.
- C . Open a Case and a renewal Opportunity for the Sales team.
- D . Open a Case and create a Work Order for the Dispatch Team.

Answer: A,B

Question: 200

Universal Containers wants to automatically create Work order Line Items based on the products being serviced.

How can this be achieved?

- A . With Entitlement Templates
- B . With Workflows
- C . With Process Builder
- D . With Work Order Types.

Answer: C

Question: 201

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: 202

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: 203

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: 204

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: 205

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: 206

Which NSX CLI command is used to check the GENEVE tunnel status on ESXi transport node?

- A . get host-switch <Host-Switch-Name> tunnels
- B . get host-switch <Host-Switch-Name> tunnel status
- C . get transport-node tunnel state
- D . get transport-node tunnel status

Answer: A

Question: 207

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: 208

Universal Containers wants the Ability for their Field Technicians to log sales opportunities associated with their Work Orders.

What configuration should a Consultant implement so Field Technicians can easily achieve this through the Field Service mobile app?

- A . Quick Action on Opportunity to Create Work Order
- B . Quick Action on Opportunity to Create Work Order Line Item
- C . Quick Action on Work Order to create Opportunity
- D . Quick Action on Work Order Line Items to create Opportunity

Answer: C

Question: 209

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: 210

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: 211

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

Which three Field Service processes 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: 212

A Client Service Representative (CSR) receives a call from a customer on Saturday. The CSR determines that the customer is covered, but the coverage is about to expire.

Which two upsell activities should the CSR consider? (Choose two.)

- A . Open a Case and send email with new Service offerings.
- B . Open a Case and inform Customer of weekend service pricing.
- C . Open a Case and renewal Opportunity for the Sales team.
- D . Open a Case and create a Work Order for the Dispatch Team.

Answer: AB

Question: 213

Universal Containers (UC) is using Field Service and has customer meetings at UC's offices. When booking meetings, they would like them to begin on the hour, every hour, between 9am-5am.

How can this be achieved?

- A . Use Customer Operating Hours.
- B . Use Exact Appointments on the Work Types.
- C . Use Territory-specific Operating Hours.
- D . Use Multiple Operating Hours with Slots for each hour.

Answer: B

Question: 214

What is the correct routing match to reach 172.16.1.5/32?

- A . 172.16.1.0/26
- B . 172.16.1.0/25
- C . 172.16.1.0/24
- D . the default route

Answer: A

Question: 215

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: 216

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 Bo
- E . Use of Standard Reports to view Parent and Work Order Lines Items within Work Orders by Customer.

Answer: BC

Question: 217

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

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