
Question: 1

Universal Containers offers 2-hour versus 4-hour appointment booking windows for Gold versus Standard Customers. What should a Consultant recommend to offer appropriate appointment booking windows?

- A. Service Due Date
- B. Customer Working Hours
- C. Customer Entitlement
- D. Service Urgency

Answer: C

Question: 2

Approximately 70% of Universal Containers' site visits are inspections and quotation sessions that take roughly the same amount of time and same set of resource skills to complete. What should a Consultant recommend to streamline the creation of these work orders?

- A. Train Technicians to use Duplicate Work Order feature.
- B. Launch the Work Order Standardization Wizard.
- C. Create a standard set of Work Order Line Items.
- D. Create Work Types for use on Work Orders

Answer: D

Question: 3

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: 4

Universal Containers has an initiative to increase customer satisfaction by committing preferred resources to accounts and providing prompt service. Which two Scheduling Policies would assist to meet this initiative? Choose 2 answers

- A. Soft Boundaries
- B. Customer First
- C. High Intensity
- D. Emergency Policy

Answer: A, B

Question: 5

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 hour, every hour, between 9am-5pm. How can this be achieved?

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

Answer: A

Question: 6

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

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

Answer: D

Question: 7

Universal Containers provides 24/7 service support to its customers. However, their Field Service Technicians have specified working hours. Which two items should the Consultant create? Choose 2 answers.

- A. Create operating hours for the Service Appointment.
- B. Create operating hours for the Service Resource.
- C. Create operating hours for the Optimization Engine.
- D. Create operating hours for the Service Territory.

Answer: B, D

Question: 8

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: 9

Often, Technicians earn certifications that must be renewed periodically to ensure their skills remain up-to-date. How can these certifications be managed on the Resource?

- A. Add the Resource Skill and track certification using reminder.
- B. Add the Resource Skill and create Absence once expired.
- C. Add the Resource Skill as Time Phased.
- D. Add the Resource Skill and remove from the Service Territory once expired.

Answer: C

Question: 10

Universal Containers does not want the lunch break to interfere with existing scheduled work. How should a Consultant configure the Scheduling Policy to ensure a 30-minute lunch break that begins every day after 1pm?

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- A. Create a recurring Service Appointment
 - B. Create Resource Absences every day.
 - C. Use appropriate Resource Operating Hours.
 - D. Use the Resource Availability Rule.

Answer: C
