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QUESTION 1

Universal Containers (UC) wants to generate Work Orders from their Customer Service Cases. UC would like the Work Order to be linked to the Case and have the Customer Service Representative select a predefined template for the Work Order within the Service Console. Which two items should a Consultant recommend in order to achieve this? Choose 2 answers

- A. Add the Work Order Quick Action on the Case.
- B. Use Work Types to achieve pre-defined templates.
- C. Add the Work Order Quick Action on the Account.
- D. Use Record Types to achieve pre-defined templates.

Correct Answer: AB

QUESTION 2

An inventory manager at Universal Containers wants to better understand the distribution of a critical and expensive part across all inventory locations as the part is reused and restocked.

What should the Consultant leverage to meet this requirement?

- A. Maintenance Plan
- B. Product Item
- C. Entitlement Plan
- D. Assets

Correct Answer: B

QUESTION 3

A customer support agent handles an inbound case that requires a repair of an industrial oven at a busy restaurant. The work should be assigned to a repair technician in the area, even if the technician is currently working on another assignment. Which scheduling action should the consultant recommend to the customer support agent?

- A. Emergency
- B. Appointment booking
- C. Fill-in schedule
- D. Get candidates

Correct Answer: A

QUESTION 4

Universal containers (UC) wants to schedule work orders only if technicians have the necessary qualifications to complete the designated work. In which two ways can UC achieve this Choose 2 answers

- A. Leverage the match skills work rule when scheduling appointments
- B. Create skills that relate to qualifications from setup and assign them to a service resource
- C. Leverage the match skills scheduling policy when scheduling appointments
- D. Create skills that relate to qualifications from the skills tab end assign them to a service resource

Correct Answer: AB

QUESTION 5

Universal container typically performs installs, break-fix, and inspection for all clients. The service manager wants to create a template for common work requests.

What should a consultant implement to assist the dispatch team?

- A. Work type line items for install, break-fix, and inspection
- B. Work order Business process for install, break-fix, and inspection
- C. Work order custom fields to define install, break-fix, and inspection
- D. Work type and skill requirements for install, break-fix, and inspection

Correct Answer: D

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