

Salesforce

Exam Questions Field-Service-Lightning-Consultant

Salesforce Certified Field Service Lightning Consultant (SP19)



NEW QUESTION 1

Which configuration can Universal Containers use to brand the Salesforce Field Service mobile app?

- A. Company style sheets
- B. Company colors
- C. Company logo
- D. Company address

Answer: B

NEW QUESTION 2

Which two configurations can companies add to brand the Field Service mobile app?

- A. Company logo
- B. Company Colors
- C. Company style sheets
- D. Company address

Answer: B

NEW QUESTION 3

When customers call in for support at AW Computing, a case is always created. If the issue cannot be solved without dispatching a technician, a work order is created from the case. Milestones are currently being used on cases, and support operations would like to extend the use of milestones to the work orders. To meet this requirement, the system administrator added the milestone Lightning component to the work order Lightning record page. Technicians and managers are reporting that there are no milestones listed when viewing the record. How should this issue be resolved?

- A. Make sure the case entitlement record is being shared with the service resource.
- B. Add work order milestones after the case milestones to the entitlement process.
- C. Ensure the work order entitlement is related to the same process as the case entitlement.
- D. Create a separate entitlement process associated to the work order object.

Answer: D

NEW QUESTION 4

which object can be used to share service appointments with service resource s in field service lightning?

- A. Service territory member
- B. Service territory
- C. Work order
- D. User territory

Answer: A

NEW QUESTION 5

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

NEW QUESTION 6

Universal containers requires trained inspectors to make three site visits per year to inspect containers sites. These visits must be scheduled within 14 days of the inspection due date.

What are two ways s consultant can configure maintenance plans to meet the requirement? Choose 2 answer

- A. Auto-generate work orders with a 14-day Generation timeframe.
- B. Associate a required skill called site visit to a maintenance plan.
- C. Auto-generate work orders with a 14-day Generation horizon.
- D. Associate a work type called site visit to a maintenance plan.

Answer: CD

NEW QUESTION 7

universal container want to track technician van stock using the field service lightning mobile app and ensure the technician report when part is used Which three data elements should a consultant recommend tracking to support this? requirement

Choose 3 answers

- A. Products required
- B. Inventory
- C. Mobile locations
- D. Warehouse locations

E. Product consumed

Answer: ACE

NEW QUESTION 8

In the dispatch Console, when viewing the Map, which three data elements can be presented to the Dispatcher? Choose 3 answers

- A. Google Traffic Data
- B. Resource's Home Base
- C. Service Appointments
- D. Resource's Travel Speed
- E. Service Appointment Dependencies

Answer: ABC

NEW QUESTION 9

Universal Containers outsources 100 hours of weekly maintenance to an external Contractor. Jobs are assigned to a Contractor Manager instead of individual external technicians. The Contractor Manager is in charge of updating Service Appointments and Work Orders upon completion. How should a Consultant implement the requirement?

- A. Create the individual Technicians as Service Crew Members.
- B. Set the individual Technicians as Capacity-Based Service Resources.
- C. Set the Contractor Manager as a Capacity-Based Service Resource.
- D. Create the Contractor Manager as a Crew Service Resource.

Answer: C

NEW QUESTION 10

Universal Containers has a large field service team with complex logistics process. Some of the field service data and pricing is managed in applications outside of Salesforce. The Consultant recommended bringing some data into Salesforce to streamline reporting for Field Service Managers. What report would be improved by integrating financial data from an outside system?

- A. First time fix rate: The percentage of on-site service requests resolved on the first visit.
- B. Service Technician utilization: Technician wrench time per month divided by the number of work hours in a given month.
- C. Average time to repair: The average time required to repair or install as asset.
- D. Truck roll cost per customer: The need to dispatch a Service Technician to go on-site to repair or install an asset or respond to a service call.

Answer: B

NEW QUESTION 10

A Universal Containers customer is having issues with three containers at the customer's site. Each container is tracked as an Asset on the customer's Account. Which two methods should the Consultant recommend to ensure the service associated with each container can be handled independently? Choose 2 answers

- A. Add each Asset to a separate Work Order Line Item
- B. Create a Service Appointment for each Line Item.
- C. Add each Asset to a separate child Work Order
- D. Create a Service Appointment for the parent Work Order.
- E. Add each Asset to a separate Work Order Line Item
- F. Create a Service Appointment for the Work Order.
- G. Add each Asset to a separate Work Order
- H. Create a Service Appointment for each Work Order.

Answer: CD

NEW QUESTION 13

Universal Containers wants ensure that inventory needed for repair jobs is tracked and managed so Technicians have the material for their jobs. Which two ways should a Consultant recommend tracking these inventory requirements in Salesforce? Choose 2 answers

- A. Products Required for Service Resources
- B. Products Required for Service Appointments
- C. Products Required for Work Order Line Items
- D. Products Required for Work Orders

Answer: CD

NEW QUESTION 16

A service technician at Ursa Major Solar handles yearly maintenance checks. The job usually lasts 2 to 3 hours. Due to the lack of customer availability, many appointments are cancelled or need to be rescheduled at the last minute. Which two features would be most helpful in aiding the dispatcher with updated schedules for technicians? Choose 2 answers

- A. Reshuffle
- B. Group Nearby
- C. Resource Schedule Optimization
- D. In-day Optimization

Answer: AB

NEW QUESTION 18

Universal Containers wants their Technicians to be allowed to reschedule a visit for the same work within the Field Service mobile application. What approach should a Consultant recommend?

- A. Create a Quick Action that will create a new Service Appointment record.
- B. Create a Visualforce page that will create a new Work Order record.
- C. Create a Quick Action that will create a new Work Order record.
- D. Create a Visualforce page that will create a new Service Appointment record.

Answer: A

NEW QUESTION 19

Universal Containers is outsourcing work to a third-party Contractor. This Contractor is committed to working 100 hours per week. How should this be configured in the system?

- A. Create 5 Resources with 20 hours available a week.
- B. Create a Resource with 20 hours available a day.
- C. Create 100 Service Appointments with Contractors as Required Resources.
- D. Create a Capacity-based Resource with 100 hours capacity a week.

Answer: D

NEW QUESTION 20

Universal Containers wants to implement Service Level Agreements (SLA) for Work Orders. Which three considerations should the Consultant take into account? Choose 3 answers

- A. An Entitlement Process must be applied to both Cases and Work Orders.
- B. Milestones for Work Orders can be configured in Setup.
- C. A new Entitlement Process requires selecting a single Entitlement Process Type.
- D. A single Milestone can be added to both Case and Work Order Entitlement Processes.
- E. Milestones for Work Orders can be set up from the metadata API.

Answer: CDE

NEW QUESTION 25

Universal Containers wants to have more control over the geography in which their Technicians are performing work. What capability should a Consultant enable?

- A. Service Territories
- B. Geotracking
- C. Territory Management
- D. Location Management

Answer: A

NEW QUESTION 30

A Field Technician from Universal Containers arrived onsite for an appointment, and unfortunately the customer was not present. UC wants to ensure they can track these customer no-show events for future process improvement. What process should a Consultant recommend to handle this situation?

- A. Set the existing Service Appointment status to Cannot Complete; Create a new Service Appointment against the same Work Order for the follow-up trip.
- B. Set the existing Service Appointment status to Complete; Create a new Work Order and Service Appointment for the follow-up trip.
- C. Set the existing Service Appointment status to In Progress; Create a new Work Order and Service Appointment for the follow-up trip.
- D. Set the existing Service Appointment status to Cannot Complete; Create a new Work Order Line Item for the follow-up trip.

Answer: A

NEW QUESTION 33

Universal Containers wants to allow Field Technicians to view work progress through the Work Order Line Item card in the Field Service mobile app. How can this be supported?

- A. Create a Report Chart that summarizes Work Order Line Items and add a link to the Lens on the Service Appointment Layout.
- B. Create a custom Visualforce page, add an external link from the Mobile app to view the page in the mobile browser.
- C. Add the Work Order Line Items Related List to the Work Order Page Layout and assign the Layout to the Technician's profile.
- D. Create a custom Lightning Component that displays Work Order progress and deploy it to Technicians through salesforce1.

Answer: C

NEW QUESTION 36

universal containers are implemented field service lightning and wants to make sre the dispatch team receive work orders with appropriate resources and knowledge article requirement is defined
What should a consultant recommend to achieve this requirement?

- A. skill requirement work type and case process
- B. work type skill routing skill requirements operating house and data categories
- C. case process work types and record types
- D. work types and skill requirements

Answer: D

NEW QUESTION 39

Universal Containers wants to identify which resources need more or fewer appointments. Which Gantt chart filter option should a Consultant recommend to provide this information?

- A. Select Sort by Average Utilization on the Resources Tab.
- B. Select Date Resolution on the Hours Tab.
- C. Select Travel Time and Breaks as skills on the Skills Tab.
- D. Select Hours, Absences and Overtime on the Utilization Tab.

Answer: A

NEW QUESTION 41

Universal Containers plans to deploy field service lightning to 100 external contractors. There are 75 contractors who need access to work Orders assets mobile app, and chatter. the remaining 25 contractors are paid a commission on sales of containers and need to schedule resources. Which license types and quantities should the consultant recommend?

- A. 100 contractors100 contractors
- B. 25 contractors75 contractors25 contractors
- C. 25 contractors100 contractors

Answer: C

NEW QUESTION 46

Universal Containers (UC) normally focuses on minimizing travel. Weather can cause situations that require expedited on-site service. How should a Consultant recommend UC handle unplanned service during times of severe weather?

- A. Configure a new Service Level for immediate assignment.
- B. Postpone all lower-priority jobs and extend Due Dates.
- C. Manually flag Service Appointments as "In Jeopardy" due to weather.
- D. Configure Emergency Policy and use the Emergency Wizard.

Answer: D

NEW QUESTION 48

Which three objects are associated with the work type? Choose 3 answers

- A. Skills
- B. Products
- C. Article
- D. Service appointment
- E. Resource

Answer: ABC

NEW QUESTION 49

Universal Containers want technicians to view work progress through the work order line-item card in the field service lightning mobile app. Which configuration steps should a consultant take to meet this requirement?

- A. add the work order line items related list of the work order page layout and assign the layout to the technician 's profile.
- B. create a custom visual force page and add an external link in the field service lightning mobile app to view the page in the mobile browser.
- C. create a custom lightning component that displays work order progress and deploy it to technicians through the field lightning mobile app.
- D. create a report chart that summarizes work order line items and add a link to the service appointment layout.

Answer: A

NEW QUESTION 50

universal containers operates in a highly regulated industry technician must conduct quarterly inspections for all customers in their region each inspection should be completed within a single visit and include all installed assets on site
Which two maintenance plan settings should the consultant recommend? Choose 2 answers

- A. Service appointment generation method - one service appointment per work order line item
- B. Work order generation method - one work order line item per asset
- C. Service appointment generation method - one service appointment per work order
- D. Work order generation method - one work order per asset

Answer: BC

NEW QUESTION 55

Universal Containers wants their Technicians to record an Asset Number using a barcode scanner when completing Work Orders. What field types should be configured to capture this information?

- A. Barcode
- B. Formula

- C. Text
- D. Number

Answer: C

NEW QUESTION 57

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: AB

NEW QUESTION 58

universal containers needs a team to perform periodic maintenance on the most complex products. Which feature should the consultant configure to meet this requirement?

- A. Preferred resource
- B. Required resource
- C. Technicians with required skill
- D. Service crew

Answer: D

NEW QUESTION 60

A consultant has implemented user territories at Northern Trail Outfitters (NTO) in a private sharing model. A new Midwest Service Territory has been created. Which two actions should NTO take to give the dispatcher access to all relevant Midwest records? Choose 2 answers

- A. Create a new user territory associated with the Service Territory and dispatcher.
- B. Configure and run the User Territory Sharing Job in Field Service Settings.
- C. Assign a new user territory and add each of the assigned service resources.
- D. Add the resources assigned to the Service Territory's Member related list.

Answer: AB

NEW QUESTION 61

Northern Trail Outfitters wants to report on its Assets and reflect their attributes including hierarchical relationships. How should the Consultant meet this requirement?

- A. Use the Assets without Products report.
- B. Enable and customize the View Asset Hierarchy action.
- C. Create custom reports and reference the Parent Asset and Root Asset fields.
- D. Use standard reports and reference the Parent Asset and Root Asset fields.

Answer: C

NEW QUESTION 63

Geolocation tracking is enabled for universal container's for technician but should apply to full time employees How can Geolocation tracking for contractors to be disabled?

- A. Add the exclude technician from Geolocation tracking permission to a permission set and assign it to a contractor
- B. Unchecked the collect service resources Geolocation history field in field service mobile settings
- C. Unchecked the geocoding field on the contractor's profile
- D. Set the Geolocation update frequency field to zero for contractors

Answer: A

NEW QUESTION 67

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 pre-defined 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.

Answer: AB

NEW QUESTION 72

Universal Containers wants to ensure that Service Appointments are only assigned to Resources who are Active. What configuration should a Consultant recommend for the Scheduling Policy?

- A. Match Fields
- B. Required Resource
- C. Match Boolean
- D. Preferred Resource

Answer: C

NEW QUESTION 74

Ursa Major Solar (UMS) has implemented Field Service using a private record access model. UMS has also set work types to automatically generate Service Appointments.

Which two sharing options are available for these Service Appointments? Choose 2 answers

- A. A Service Appointment can be shared by clicking Sharing on the record.
- B. The Service Appointment's parent record can be shared with the assigned resource.
- C. Auto-generated scheduled Service Appointments will be shared with resources.
- D. Make the dispatcher the assigned resource on the Service Appointments.

Answer: AD

NEW QUESTION 79

Universal Containers wants Technicians using the Salesforce Field Service mobile app to indicate when Service Appointments are at risk of late completion. What should a Consultant recommend to meet this requirement?

- A. Post to the Service Appointment Chatter feed.
- B. Change the Status field on the Service Appointment.
- C. Adjust the Scheduled End field on the Service Appointment.
- D. Update the In Jeopardy field on the Service Appointment.

Answer: A

NEW QUESTION 84

Universal Containers is implementing Work Order Management to better support its clients.

Which two approaches should the Consultant consider to create work skills for the Service Resources? Choose 2 answers

- A. Create the work skills using the FSL Lightning Web Componen
- B. Assign the skills to Service Resources.Add the skill to Work Types and Work Orders.
- C. Create the work skills using Setu
- D. Manually assign the skills to Service Resources.
- E. Create the work skills using the FSL Lightning Managed Package wizar
- F. Assign the skills to Service Resource
- G. Add the skill to Work Types and Work Orders.
- H. Create the work skills using the Guided Setup wizar
- I. Assign the skills to Service Resources using Guided Setup.

Answer: BD

NEW QUESTION 89

A Technician is onsite where there is no connectivity and is required to capture the customer's signature. What is the appropriate order of operations as the Technician goes back online?

- A. Capture signature, update record, sync device, deliver Service Report.
- B. Deliver Service Report, capture signature, update record, sync device.
- C. Deliver Service Report, update record, sync device, capture signature.
- D. Capture signature, sync device, update record, deliver Service Report.

Answer: A

NEW QUESTION 91

A Field Service Technician wants the ability to view a list of currently available parts on another Technician's truck. The Technician will then have ability to request the part(s) from the other Technician. What should a Consultant recommend to view and transfer parts between Technicians?

- A. Build a solution to utilize the Work Order reporting module to view the truck stock and request transfer of stock.
- B. Build a solution to view the Technician's truck stock and create a custom process to request transfer to stock.
- C. Build a solution to utilize the Parts transfer functionality to view the truck stock and request transfer of stock.
- D. Build a solution to utilize the Asset inventory functionality to view the truck stock and request transfer of stock.

Answer: A

NEW QUESTION 93

Universal Containers wants to ensure that Service Appointments are only assigned to Active Resources. Which configuration should a Consultant recommend for the Scheduling Policy?

- A. Match Fields
- B. Preferred Resources
- C. Match Boolean
- D. Required Resources.

Answer: C

NEW QUESTION 98

A Consultant is helping Universal Containers define its mobile approach.

Which requirement would lead a Consultant to recommend the Salesforce Field Service mobile app instead of the Salesforce mobile app?

- A. Support service processes with custom Lightning Components
- B. Visibility of Technicians with geolocation tracking
- C. Access to Lightning Knowledge articles
- D. Manage mobile fields available through configuration

Answer: C

NEW QUESTION 103

Universal containers just started its field service implementation and is configuring service territories and locations. Need to be associated to territories.

In which two ways should the consultant show this relationship? Choose 2 answers

- A. add the service territory location related list on the location page layout
- B. create the service territory location as a location lookup field.
- C. add the service territory location related list on the service territory page layout
- D. create the service territory location as a service territory lookup field.

Answer: AC

NEW QUESTION 104

Universal Containers wants to monitor Customer Satisfaction (CSAT) after a Work Order is complete. How can CSAT information be collected?

- A. Add the CSAT Visualforce page to the Work Order.
- B. Install the Survey Snap-in for CSAT capture.
- C. Install an AppExchange Package.
- D. Enable the CSAT Quick Action for Work Orders.

Answer: C

NEW QUESTION 106

an inventory manager at universal containers wants to better understand the distribution of a critical and expensive part across all

Inventory locations as the is reused and restocked

What should the consultant leverage to meet this requirement?

- A. Assets
- B. entertainment plan
- C. product item
- D. maintenance plan

Answer: C

NEW QUESTION 108

universal container UC services customers in multiple time zones. UC Dispatcher need to see the dates and time in dispatcher console for the time zone where jobs are being performed

How should the consultant configure this?

- A. Create the formula to calculate the time zone offset from the user to territory time zone
- B. Set the dispatch console to display in territory time zone in the field service settings
- C. Set the dispatch console to display in the user time zone in field service settings
- D. Configure the dispatcher user time zone to the same as territories they manage

Answer: B

NEW QUESTION 113

Universal Containers is expecting the amount of work to increase significantly over the next three weeks. They have decided to engage a new third-party Contract Provider to help with the additional work. How should a Consultant recommend Configuring the new Contractor?

- A. Create a Capacity-based Resource and delete that Resource after three weeks.
- B. Create a Resource and give them 24-hour availability for the next three weeks.
- C. Create a Capacity-based Resource and give them 24-hour availability for the next three weeks.
- D. Create a Capacity-based Resource and give them Capacity for the next three weeks.

Answer: D

NEW QUESTION 115

The org-wide default sharing for a service appointment is set to be private

If service appointment is cancelled, which users will have visibility to record?

- A. Assigned resources, owner of service appointment and member of user territory
- B. Assigned resources, owners of service appointment and member of service territory

- C. Owner of service appointment and member of service territory
- D. Owner of service appointment and member of user territory

Answer: D

NEW QUESTION 116

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?

- 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: A

NEW QUESTION 117

An employee at universal container performs the role of a dispatcher and a technician
How should a consultant configure the field service lightning to support this behavior?

- A. Create one service resource and assign the relevant permission set license
- B. Create two skills records and assign them to service resources record
- C. Create two service resource and assign them to the employee
- D. Create one service resource and assign the technician and dispatcher role

Answer: A

NEW QUESTION 122

northern trail outfitters (NTO) wants to improve costume satisfaction by setting expectations around upcoming appointments.

When designing the costume service representative's user interface, in most cases which tow fields should be shared with the costumer about an upcoming appointment?

Choose 2 answers

- A. scheduled end
- B. arrival window starts
- C. arrival window end
- D. scheduled start

Answer: BD

NEW QUESTION 123

Universal containers (UC) have enabled field service lightning and installed the managed package. UC wants to ensure that technicians can update their own appointments' status using the dispatcher console Gantt chart.

Which steps should the consultant take to meet these requirements?

- A. Create permission sets and assign the field service lightning resource permission set and scheduling license to each technician
- B. Create permission sets and assign the field service lightning admin permission set to service resources.
- C. Create permission sets and assign the field service lightning scheduling and mobile permission sets to the resource profile.
- D. Create permission sets and assign the field service lightning mobile permission set to service resources.

Answer: A

NEW QUESTION 126

Universal Containers wants their Technicians to capture potential up-sell opportunities identified during site visits that will then be addressed by the inside sales team. What Configuration will support this requirement?

- A. Create a Service Appointment Quick Action to create a Lead record and add it to the appropriate page layout.
- B. Create a Web-to-Lead page that submits to the inside sales tea
- C. Add a link to the Case Page Layout.
- D. Create a Public Group for the inside sales team, and share Work Orders to the group via Sharing Rules.
- E. Configure a Flow against Cases that auto-creates leads and assigns them to the insides sales team Queue.

Answer: D

NEW QUESTION 127

Universal Containers has implemented a Knowledge solution to provide Field Technicians with information necessary to complete assigned work. Which two capabilities will now be available?

- A. Attach Knowledge Articles to Work Order Line Items Only.
- B. Manage Attached Articles and Search the Knowledge Base.
- C. Attach Articles to Work Orders and Work Order Line Items.
- D. Include Quick Actions and Global Actions in Attached Articles.

Answer: BC

NEW QUESTION 132

Which two features on the Dispatcher Console should the Consultant use to visualize Rule Violating Service Appointments? Choose 2 answers

- A. Color Palettes
- B. Gantt
- C. Gantt Map
- D. Appointment List

Answer: BD

NEW QUESTION 135

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 Scheduling Policy when scheduling appointments.
- B. Create Skills that relate to qualifications from Setup and assign them to a Service Resource.
- C. Leverage the Match Skills Work Rule when scheduling appointments.
- D. Create Skills that relate to qualifications from the Skills tab and assign them to a Service Resource.

Answer: BC

NEW QUESTION 136

Universal Containers provides prompt service and has multiple service levels for different customers. Over 50% of Service Appointments are created on the same day they need to be completed. As a result, a Technician's daily schedule can change multiple times throughout the day. What method of dispatching should a Consultant recommend implementing?

- A. Automatically schedule unscheduled services to available Resources.
- B. Automatically Dispatch Service Appointments using Drip Feed.
- C. Automatically change the status to Dispatched of all Service Appointments.
- D. Automatically run Optimization Background Job every hour.

Answer: B

NEW QUESTION 137

Universal Containers wants Service Managers to quickly identify location and status changes in the lifecycle of a specific component in a customer's install base. What should a Consultant recommend to track the lifecycle?

- A. Utilize lifecycle Object tracking on Assets.
- B. Utilize Field History Tracing on Assets.
- C. Utilize custom fields for change tracking on Assets.
- D. Utilize a Work Order related list on Assets.

Answer: B

NEW QUESTION 140

Universal Containers schedules jobs that require multiple steps when on-site. They would like to add a new status to the existing status flow. Which two configurations need to be set up? Choose 2 answers.

- A. Add the allowed Status Transitions in Field Service Settings.
- B. Add new Status to the Work Order
- C. Add the Status Transitions to the Technicians' Profile.
- D. Add new Status to the Service Appointment.

Answer: CD

NEW QUESTION 141

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: AB

NEW QUESTION 145

Universal containers wants to identify which resources need more or fewer appointment. Which Gantt chart filter option should a consultant recommend to provide this information?

- A. Select date resolution on the hours tab.
- B. Select hours absences and overtime on the utilization tab.
- C. Select sort by average utilization on the resources tab.
- D. Select travel time and breaks as skills on the skills tab.

Answer: C

NEW QUESTION 146

Universal Containers utilizes two contractors, Contractor 1 and Contractor 2, to perform repair work, Contractor 1 has provided service longer for Universal Containers and is considered to have more repair work expertise than Contractor 2. How should a Consultant configure this expertise for Contractor 1 versus Contractor 2?

- A. Assign Contractor 2 as an excluded Resource.
- B. Assign Contractor 1 and 2 different capacities for repair work.
- C. Assign Contractor 1 as a Preferred Resource.
- D. Assign Contractor 1 and 2 different Skill Levels for repair Work Type.

Answer: D

NEW QUESTION 150

Org-Wide Default sharing is set to Private in a Salesforce org.

If the Field Service Lightning User Territory feature is enabled, which three objects will be visible to users who are part of the User Territory? Choose 3 answers

- A. Accounts
- B. Service Resources
- C. Work Orders
- D. Resource Absences
- E. Work Types

Answer: ADE

NEW QUESTION 152

Northern Trail Outfitters is implementing drip feed dispatching. When testing the new functionality, the drip does not dispatch appointments as expected. A consultant is engaged to troubleshoot the issue.

What is preventing the drip feed from triggering?

- A. The appointment status is going from Scheduled to Completed.
- B. The status on completed appointments can only be Canceled, Completed, or Cannot Complete.
- C. The default drip feed setting is overriding the drip feed rate on a service territory.
- D. Other scheduled jobs are dispatching appointments and exceeding the drip feed value.

Answer: B

NEW QUESTION 155

Universal Containers wants to process mobile payments. How can this requirement be met?

- A. Attach a picture of the credit card
- B. Add a custom field to store the credit card number
- C. Create a custom payments object
- D. Install an AppExchange package.

Answer: D

NEW QUESTION 158

Universal Containers' (UC) customers have asset scheduled to be moved between locations by field personnel. UC wants to implement a standard process focused on asset traceability. Which two object should a Consultant recommend to meet this requirement? Choose 2 answers

- A. Work Orders
- B. Assets
- C. Cases
- D. Service Appointments

Answer: AB

NEW QUESTION 160

Universal Containers typically performs installs, break-fix, and inspections 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 Order Record Types for Break-fix, Install, and Inspection.
- B. Work Type Line Items for Install, Break-fix, and Inspections.
- C. Work Types and Skill Requirements for Install, Break-fix, and Inspections.
- D. Work Order custom fields to define Install, Break-fix, and Inspections.

Answer: C

NEW QUESTION 163

Universal Containers' (UC) Technicians identify and complete additional work when they are at a customer site. UC wants to track the additional work using the Salesforce Field Service mobile app.

How should the Consultant meet this requirement?

- A. Add the Work Order Line Item related list to the Work Order page to allow creation of additional lineitems.
- B. Create a Quick Action to create a Work Order Line Item
- C. Add a Quick Action to the Work Order Layout.

- D. Create a Visualforce page to create Work Order Line item
- E. Add a Visualforce page to the Work Order Layout.
- F. Add the Work Order related list to the account to allow creation of additional line items.

Answer: A

NEW QUESTION 166

Universal Containers provides installation, repair, and consulting services. When Technicians complete the work, they need to provide different reports for the installation, repair, and consulting services. Which two configurations should a Consultant recommend to meet this requirement? Choose 2 answers

- A. Assets
- B. Product Templates
- C. Work Types
- D. Service Report Templates

Answer: CD

NEW QUESTION 167

A Universal Containers' (UC) Technician is completing a service appointment, but is unable to finish one of the tasks defined on the Work Order Line Items because of insufficient Inventory. Assuming UC is using the standard Work Order and Line Item status picklist values, how should the work be recorded?

- A. Mark all completed Work Order Line Items as "Completed." Mark the incomplete Work Order Line Item as "Cannot Complete" and enter details in the Description field
- B. Mark the parent Work Order as "Cannot Complete".
- C. Mark all Work Order Line Items as "Cannot complete," including the incomplete Work Order Line Item; mark the parent Work Order as "In Progress."
- D. Mark all completed Work Order Line Items as "Completed." Mark the incomplete Work Order Line Item as "Cannot Complete" and enter details in the Description field
- E. Mark the parent Work Order as "Closed"
- F. Mark all completed Work Order Line Items as "Completed." Mark the incomplete Work Order Line Item as "Cannot Complete," and enter details in the Description field
- G. Mark the parent Work Order as "Cancelled."

Answer: A

NEW QUESTION 170

Universal Containers's Technicians may be assigned to Jobs with an arrival window to meet the customer appointment time preference. Technicians are also assigned to Jobs without a preferred appointment time.

In which two ways should the Consultant define Operating Hours to meet this requirement? Choose 2 answers

- A. The Maintenance Plan for the Account
- B. The Due Date of the Service Appointment
- C. The Time Slots for Appointment Booking
- D. When Service Resources are available for work

Answer: BC

NEW QUESTION 172

The CFO for Universal Containers wants Work Orders to remain open until the Customer Service Report is sent. Which two items should a Consultant implement to ensure Work Orders cannot be closed? Choose 2 answers.

- A. Custom Work Order Escalation Rules
- B. Custom Validation Rule on Work Orders
- C. Custom Approval Process on Work Orders
- D. Custom Work Order Status with Category

Answer: BD

NEW QUESTION 173

time sheet entries can be associated to which two objects? Choose 2 answer

- A. Work order line item
- B. assigned resources
- C. Service resource
- D. Work order

Answer: AD

NEW QUESTION 177

A Dispatcher is notified of a local power outage. All service appointments in the affected area must be rescheduled to a different day. How should the dispatcher update the service appointments?

- A. Create a map polygon of the affected area to select service appointments for rescheduling.
- B. Create a report to identify service appointments in the area and notify service resources.
- C. Push reschedule notifications to service resources using the field service lightning mobile app.
- D. Configure a new scheduling policy to change service appointments.

Answer: A

NEW QUESTION 182

Universal Containers has an initiative to reduce their carbon footprint. What factor should a Consultant recommend using in a Scheduling Policy to meet the above requirement?

- A. Give the Minimize Travel Service Objective the highest weight.
- B. Remove the ASAP Service Objective.
- C. Remove the Match Location Work Rule.
- D. Add the Maximum Travel From Home Work Rule.

Answer: A

NEW QUESTION 183

Universal Containers would like to report on the volume of products installed within a specific timeframe. What solution will help meet the customer's requirement?

- A. Utilize a Work Order related list on Asset.
- B. Utilize a custom "Installation Date" field on Asset.
- C. Utilize Field History Tracking on Asset.
- D. Utilize the standard "Installation Date" field on Asset.

Answer: D

NEW QUESTION 184

Universal Containers occasionally needs to use two technicians to complete a job, however the technicians can be onsite at different times. How should a consultant implement this process?

- A. Create two service appointments and set the early start to the start time of the first service appointments
- B. Create two service appointments and assign two different resources
- C. Create one service appointments and schedule two resources
- D. Create one service appointments and add two required resources

Answer: B

NEW QUESTION 185

Northern trail outfitters (NTO) asks its clients for feedback on every service visit. NTO wants to dispatch the appropriate technicians based on customer feedback. What are two ways the consultant can meet this requirement?
Choose 2 answers

- A. Configure and add excluded and required resource business objectives to scheduling policies.
- B. Configure customer preferences on the service resource record.
- C. Configure resource preferences on the account or work order.
- D. Configure and add excluded and required resource work rules to scheduling policies.

Answer: CD

NEW QUESTION 190

Some technicians report that they are unable to login to the field service lightning mobile app. The Consultant confirmed that the technician has field service lightning resource license and field service lightning resource permission assigned to them. How should a consultant provide access to FSL mobile app?

- A. Assign a permission set
- B. Modify the user profile
- C. Update the public group membership
- D. Modify the user record

Answer: A

NEW QUESTION 195

Universal Containers wants to offer customers a Maintenance Plan that provides 12 monthly checkups. The customer will call to schedule each visit. How should a Consultant configure the Maintenance Plan to meet this requirement?

- A. Set Frequency to 1 Month; Generation Timeframe of 12; check Auto-generate work orders.
- B. Set Frequency to 1 Month; Generation Timeframe of 12; uncheck Auto-generate work orders.
- C. Set Frequency to 1 Month; Generation Timeframe of 1; uncheck Auto-generate work orders.
- D. Set Frequency to 1 Month; Generation Timeframe of 1; check Auto-generate work orders.

Answer: C

NEW QUESTION 200

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

NEW QUESTION 205

Universal Containers is implementing Field Service Lightning and wants to make sure the dispatch team receives Work Orders with appropriate resource and timeframe requirements defined. What should a Consultant implement to achieve this requirement?

- A. Work Types, Skill Routing, Skill Requirements, Operating Hours
- B. Case process, Work Types, Entitlements, and Milestones
- C. Skill Requirements, Work Types, Case Process, Milestones
- D. Work Types, Skill Requirements, Entitlements, and Milestones

Answer: A

NEW QUESTION 207

universal containers want to limit their technicians view of work orders and appointment in the field service lightning mobile app
What should a consultant recommend to control their technicians?

- A. field sets
- B. page layouts
- C. mini page layouts
- D. visual force page

Answer: B

NEW QUESTION 210

universal container UC wants to create a new scheduling policy that takes into account the technician assigned to customers account and then considers a resource from the customer group of preferred technician UC also wants to consider only technician with 50 miles of schedule work
Which two items should a consultant include in the scheduling policy to meet this? requirement?

- A. Minimize travel service objectives and resources priority services objectives
- B. Maximize travel from home and working territories
- C. Required resources and maximum travel from home
- D. Minimize travel service objective and preferred resource services objectives

Answer: BD

NEW QUESTION 212

universal container UC uses two contractors 1 and contractor 2 to perform repair work contractor 1 has provided service for UC for longer period time and considered to have more repair work expertise then contractor 2
How should a consultant configure the contractors experience?

- A. Assign contractors 1 and 2 different capacities of repair work
- B. Assign contractors 1 and 2 different skill levels for repair works
- C. Assign contractors 1 and 2 preferred source
- D. Assign contractors 1 and 2 as excluded resources

Answer: B

NEW QUESTION 217

Universal container want to offer customers a maintenance plan that provides 12 monthly checkups the customer will call to schedule each visit
How should consultant configure the maintenance plan to meet the requirements

- A. Set frequency to 1 month; generation time frame 0; Check auto generate work order
- B. Set frequency to 1 month; generation time frame 0; uncheck auto generate work order
- C. Set frequency to 1 month; generation time frame 12; uncheck auto generate work order
- D. Set frequency to 1 month; generation time frame 12; Check auto generate work orderc

Answer: B

NEW QUESTION 219

Over 70% of Universal Containers' sales are made by Field Technicians during on-site, customer visits, Many times, after selling a product, they will install the product as part of the current body of work. How should a Consultant recommend accomplishing this in the Field Service mobile app?

- A. Create a New Task linked to the Contact and assign to a Sales Rep.
- B. Add a "Create Opportunity" Quick Action to the Work Order Line Item.
- C. Create a custom Visualforce page to create a new Opportunity.
- D. Add an "Upsell" Quick Action to the Account that creates a new Work Order

Answer: B

NEW QUESTION 221

Universal Containers has dispatchers who can set up new territories, define new schedule policies, and control settings on the Gantt chart.
In addition to Field Service Lightning Dispatcher Permissions and the Field Service Lightning Dispatcher License, which permissions should a Consultant assign to the dispatchers'?

- A. Field Service Lightning Admin Permissions
- B. Field Service Lightning Mobile License
- C. Field Service Lightning Standard Permissions
- D. Field Service Lightning Scheduling License

Answer: C

NEW QUESTION 225

a dispatcher notice that the crew assigned to a service appointment is missing a skill requirement for the appointment. How can the dispatcher update the service crew to meet those requirements?

- A. Edit the service appointment and add a new service resource.
- B. Create a new service appointment with a different crew.
- C. Use the crew management tool to add service resources to the crew.
- D. Update the service crew on the service appointment's work type.

Answer: C

NEW QUESTION 228

Universal Containers UC wants to ensure that technicians enter required information only once when completing work orders on the field service lightning mobile app. The information entered by technicians need to also update the service appointment and the case that are associated to the work order.

What should consultant leverage to ensure the right data is captured from the field service lightning mobile app?

- A. Lightning component with required field to update the case, work order and service appointment
- B. Quick actions on cases, work orders and service appointment with required fields
- C. Quick action on the work order and flow to update the case and service appointment
- D. Process builder on case to update the service appointment and work order

Answer: C

NEW QUESTION 230

Universal Containers wants to standardize creation of Work Orders. Historically, Work Orders have been set up with the incorrect skills and estimated time to completion.

What should a Consultant utilize to meet this requirement

- A. Entitlement Templates
- B. Entitlements
- C. Work Types
- D. Work Order Record Types

Answer: C

NEW QUESTION 233

Service Appointments in a "Cannot Complete" status may indicate that an additional part or expert assistance is needed to complete the work. Universal Containers defined that Service Appointments in a "Cannot Complete" status are unable to be rescheduled or unscheduled for history tracking purposes. Which two items should the Consultant recommend to meet the requirement? Choose 2 answers

- A. Ensure that Status Transitions are configured to allow the status update from "Cannot Complete" to "scheduled."
- B. Ensure that Status Transitions are configured to prevent the update from "Cannot Complete" to "None."
- C. Define "Cannot Complete" as a Pinned Status for Auto-Dispatch Services.
- D. Define "Cannot Complete" as a Pinned Status for Scheduling and Optimization Services.

Answer: BD

NEW QUESTION 236

Universal Containers wants to ensure that Service Appointments are dispatched to Resources from the same Service Territory only. How can this be configured?

- A. Include the Match Territory Work Rule in the Scheduling Policy.
- B. Mark the Service Territory's Resources as Required on the Service Appointments.
- C. Ensure the Resource's Address is in the same Match Territory as the Service Appointments.
- D. Include the Resource Availability Work Rule in the Scheduling Policy.

Answer: A

NEW QUESTION 239

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?

- A. Only the Primary Assets related list on the Asset object
- B. Both the Primary Assets and Related Assets related lists on the Work Order object
- C. Only the Primary Assets related list on the Work Order object
- D. Both the Primary Assets and Related Assets related lists on the Asset object

Answer: D

NEW QUESTION 243

A customer support agent handles an in – bound 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

Answer: A

NEW QUESTION 248

Universal Containers provides multiple service types (i.e, Installation, Maintenance, Break/Fix, etc). Each Service requires a variety of skills and certifications in order for a resource to excel. Which two configurations should a Consultant implement to meet this requirement? Choose 2 answers

- A. Create Multiple Work Orders Line Items per service.
- B. Select the relevant Work Types for each Resource.
- C. Assign the appropriate Skills to Resources.
- D. Use Work Types with required Skills.

Answer: CD

NEW QUESTION 253

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

NEW QUESTION 258

Universal Containers (UC) wants to deploy Knowledge to its field team.
How should UC ensure its Technicians can access Knowledge Articles offline?

- A. Write a workflow that associates Articles to Work Orders based on a picklist on the Work Order.
- B. Use Work Types to assign associated Articles to Work Orders.
- C. Use the Salesforce mobile app with deep linking to the Salesforce Field Service mobile app.
- D. Create a custom mobile app that syncs articles based on Service Appointment assignments.

Answer: B

NEW QUESTION 262

universal containers has identified a business process in which a customer support agent reviews an existing work order and needs to associate an additional part to the order for the technician to successfully complete the job.
How should a consultant support this process?

- A. Add a new product required to the work order.
- B. Add a new product consumed to the work order.
- C. Add a new product required to the work type.
- D. Add a new product consumed to the work rule.

Answer: C

NEW QUESTION 265

Universal Containers has external resources who only report back once a Service Appointment has been completed. All Internal resources need to report incremental progress on Service Appointments. How should a Consultant recommend implementing statuses to support these different user groups?

- A. Configure Status Transitions based on Resource Type.
- B. Limit Status Transition based on Profile.
- C. Allow Status Transitions based on Role.
- D. Block Status Transitions using a Validation Rule.

Answer: B

NEW QUESTION 270

Universal Containers plans to implement Crew Management to better support its clients. Which area does the Consultant need to consider as part of the recommendation'

- A. The Preferred Resource service objective is ignored for active Crew Members.
- B. Capacity-based scheduling is supported for Service Crews.
- C. A service resource can only be a member of a single Crew.
- D. Salesforce Field Service considers the Recommended Crew Size when assigning appointments.

Answer: C

NEW QUESTION 274

Each door lock that universal containers (UC) sells have a unique 20-digit code. The code represents the manufacturer, production run, and production number UC needs to track each lock in addition to the installed locks, all technician carry five replacement in their van stock
How should UC track the van stock door locks?

- A. Create a product item for each door lock utilizing standard field
- B. Create a product item with all the serial numbers in the noted section
- C. Create a product item and enter a serial number in related list
- D. Create a product item and enter technician lock quantity

Answer: A

NEW QUESTION 278

Universal Containers has Resources working in multiple countries and time zones. Each country has different holidays and working hours as allowed by law. What should a Consultant recommend to implement these parameters with the most flexibility possible?

- A. Work Types, Resource Availabilities, and Operating Hours
- B. Service Territories, Resource Capacity, and Business Hours
- C. Service Territories, Operating Hours, and Resource Absences
- D. Skills, Operating Hours, Time Slots, and Holidays.

Answer: C

NEW QUESTION 279

Which object can be used to share Service Appointments with Service Resources in Salesforce Field Service?

- A. User Territory
- B. Service Territory Member
- C. Service Territory
- D. Work Order

Answer: A

NEW QUESTION 282

Which three factors should the consultant consider when recommending a routing option?
Choose 3 answers

- A. Aerial routing is used if a service appointment requires a travel distance of more than 200 kilometres
- B. Multiday work schedule only aerial routing.
- C. Street level routing incorporates Google map api and run faster than aerial routing
- D. Aerial Routing is used if a service appointment requires a travel distance of more than 100 kilometres
- E. Aerial routing computes the shortest distance between two locations based on a straight-line route

Answer: BDE

NEW QUESTION 286

universal containers wants to provide a view of emergency work that is only visible to dispatchers
What should the consultant do to meet the requirement?

- A. Custom gantt filter
- B. Custom lightning component
- C. Custom report in a private report folder
- D. Custom list view

Answer: A

NEW QUESTION 288

The field service administrator at Ursa Major Solar updates the skills required on the most common work types to adapt to the increasing complexity of jobs. This change has led to many service appointments to be in violation. There is a global optimization job set up to run nightly that has been working correctly up until this point. The administrator needs to understand why the jobs are still scheduled to resources that lack the appropriate skill level.
What are two reasons appointments remain in violation and are not reassigned? Choose 2 answers

- A. Global optimization doesn't reschedule appointments that have rule violations.
- B. The optimizer uses a scheduling policy different from what is used on the dispatch console.
- C. The territory of the resources was not included in the global optimization request.
- D. There are no service resources available with the required skill levels.

Answer: BC

NEW QUESTION 292

A Field Service Technician wants to view a list of parts consumed during a given time period. The Technician will then use the data to replenish inventory on the truck. Which three steps should a Consultant recommend to track the number of parts consumed? Choose 3 answers.

- A. Build a report to view Products Consumed on Work Order Line Items.
- B. Build a report using the Service Appointment Inventory module.
- C. Build a report to view Products Consumed on Work Orders.
- D. Build a report using the Work Order inventory module.
- E. Build a report to view Inventory Transactions.

Answer: ACE

NEW QUESTION 295

A Dispatcher notices that the Crew assigned to a Service Appointment is missing a skill requirement for the appointment. How can the Dispatcher update the Service Crew to meet those requirements?

- A. Edit the Service Appointment and add a new Service Resource.
- B. Update the Service Crew on the Service Appointment's Work Type.
- C. Use the Crew Management tool to add Service Resources to the Crew.
- D. A Create a new Service Appointment with a different Crew.

Answer: D

NEW QUESTION 296

Universal Containers' (UC) Technicians often report seeing competitor's assets when on-site. UC would like to run a report on which of their customers have competitive assets. How should a Consultant recommend meeting this requirement using the Field Service mobile app?

- A. Manually create a competitor's Asset Record on the Field Service mobile app.
- B. Use a Quick Action to create a competitor Asset Record on the Field Service mobile app.
- C. Use a Quick Action to create a Note to explain the competitor's Asset and attach it to the Work Order.
- D. Use a Macro to create a competitor Asset Record on the Field Service mobile app.

Answer: B

NEW QUESTION 299

universal container provides installation services for each of its products. Each product requires different number of times, and a different sets of installation tasks How should a consultant configure field service lightning to support this service

- A. Use the work type to define the installation services for each product- use work order to track work for each customer - use service appointment to assign the work
- B. Use cases to define the installation services for each product - use service appointment to track the work for each customer- use work order to assign the work
- C. Use service appointment to define the installation services for each product - use work order to track order for each customer use task to assign the work
- D. Use work order to define the installation services for each product use work type to each work - use work type to track work for each customer - use service appointment to assign the work

Answer: A

NEW QUESTION 301

Universal Containers (UC) wants to track the full lifecycle of their Cases. UC defines a Case as resolved when all interactions with the customer are complete. How can a Consultant ensure that Cases are closed when all Work Orders associated to the Case are complete?

- A. Use Workflow to close the Case when all Work Orders are closed.
- B. Use Process Builder to close the Case when all Work Orders are closed.
- C. Use Workflow to close the Case when the Work Order is dispatched.
- D. Use Process Builder to close the Case when the Work Order is created.

Answer: B

NEW QUESTION 305

Universal Containers would like to engage Contractors and Customers directly in their Field Service Solution. Which three options will provide read, write and edit access to Works Order objects? Choose 3 answers

- A. Customer Communities Plus
- B. Chatter Files Connect
- C. Chatter Customer Groups
- D. Partner Communities
- E. Customer Communities

Answer: ADE

NEW QUESTION 308

One of Universal Containers' customers reported that the Technician sent to their site left without cleaning up the work area afterward. How can Universal Containers ensure that a different Technician is assigned all future work for that Customer?

- A. Assign the Technician to a new Service Territory.
- B. Remove the Technician as a Preferred Resource.
- C. Create an Excluded Resource for the Account.
- D. Create a new Work Order Validation Rule.

Answer: C

NEW QUESTION 312

Universal Container'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?

- A. Service Resource Dashboard
- B. Service Appointment Reports
- C. Street-level Routing
- D. Aerial Routing

Answer: B

NEW QUESTION 313

Universal Containers uses a complex service model that involves scheduling multiple Service Technicians for each customer interaction (e.g., an install). How can a Consultant ensure that a Service Technician enters the data necessary to track completed work?

- A. Update the Case Feed and tag the associated Service Representative.
- B. Update the Work Order Line Item and its associated parent Asset.
- C. Update the Service Appointment and its associated parent record.
- D. Update the Work Order and its associated parent Account.

Answer: B

NEW QUESTION 316

Universal containers wants to dispatch emergency work identified throughout the day that needs to be completed before lower-priority work. What should the consultant recommend to meet this requirement?

- A. Create a custom Gantt action to call an apex class to reschedule appointments.
- B. Write a batch apex class to unscheduled low priority work orders.
- C. Define a global optimization job to run hourly.
- D. Apply the reshuffle action within the Gantt.

Answer: D

NEW QUESTION 319

Universal Containers want to track the time a service resource spends on each step of a more complex repair job. This time could include travel, prep and on site time

How could a service resource's timesheet be configured to track the total time spent? on each step?

- A. Relate the timesheet entries to the work order line time
- B. Relate the timesheet entries to the service appointment
- C. Relate the time sheet to the service appointment
- D. Relate the time sheet to the work order line item

Answer: A

NEW QUESTION 322

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: AB

NEW QUESTION 324

Universal container wants to ensure the technician has the correct equipment before arriving at a job site.

Which two considerations should the consultant take into account when configuring? field service lightning?

Choose 2 answers

- A. Quantity and unit of measure are required when adding a required product
- B. Validation rule and triggers created on work order and work order line-item objects are automatically recreated for work
- C. Required product must be added to both work order and all work order line items
- D. Work type can be configured to include required products on the work order and work order line item

Answer: BD

NEW QUESTION 327

Universal Containers wants their Field Technicians to indicate if any of their Service Appointments are at risk of not being completed on time. They would like for this to be achieved on a mobile device using a Quick Action. What should a Consultant recommend to achieve this requirement?

- A. Update the Service Appointment Status field.
- B. Update the Service Appointment field "In Jeopardy."
- C. Update the Service Appointment Chatter feed.
- D. Reschedule the Service Appointment for later.

Answer: C

NEW QUESTION 331

Universal container provides multiple service types (i.e installation, maintenance, Break/fix). Each service requires a variety of skills and certification for resources to excel.

Which two configurations should a consultant implement to meet the requirements?

- A. Use work type with required skills
- B. Assign the appropriate skill to resource
- C. Select the relevant work type for each resource
- D. Create a multiple work order line per service

Answer: AB

NEW QUESTION 333

Universal Containers wants to help their dispatchers determine the length of time a Work Order should last. What should the Consultant implement to help achieve this goal?

- A. Work Types with an Estimated Duration.
- B. Operating Hours for Customer Accounts.
- C. Work Orders with Operating Hours.
- D. Work Types with Service Level Agreement.

Answer: A

NEW QUESTION 337

Universal containers want to schedule delivery using field service lightning. Each delivery requires that an installation and safety inspection be performed by different technicians during the same visit. The safety inspection needs to be executed after the installation is completed

How should the Consultant use complex work to meet this requirement?

- A. Define start after finish and same day dependencies
- B. Define a same start dependency
- C. Define same resource and start dependencies
- D. Define start after finish dependencies

Answer: A

NEW QUESTION 340

Containers wants to offer their Field Technicians a more limited view of Work Orders and Service Appointments in the Field Service mobile app compared to their Dispatchers. What should a Consultant recommend so the Field Technician sees only the necessary fields?

- A. Field Technician Page Layouts
- B. Field Technician Visualforce Pages
- C. Field Technician Field Sets
- D. Field Technician Mini-Page Layouts

Answer: A

NEW QUESTION 343

in which two scenarios should a consultant recommend multi day service appointment? Choose 2 answers

- A. Jobs can take longer than the available resources hours in a day.
- B. jobs need to be performed at the same site on the same day of the week.
- C. jobs require multiple stages of work performed by different resources.
- D. jobs require consecutive days of work and can span over weekends.

Answer: AD

NEW QUESTION 347

Universal Containers wants to schedule deliveries using Salesforce Field Service. Each delivery requires that an installation and safety inspection be performed by different Technicians during the same day. The safety inspection needs to be executed after the installation is complete.

How should the Consultant use Complex Work to meet this requirement?

- A. Define Same Resource and Same Start dependencies.
- B. Define Start After Finish and Same Day dependencies.
- C. Define a Start After Finish dependency.
- D. Define a Same Start dependency.

Answer: B

NEW QUESTION 351

Universal Containers sells products that are made up of serialized components. Field Technicians often need to work on a specific component. How should a Consultant recommend tracking the products a customer buys so Work Orders can be assigned to a component?

- A. Use Work Orders and define a hierarchy.

- B. Use Orders and Order Products.
- C. Use Products and Product Families.
- D. Use Assets and define a hierarchy.

Answer: B

NEW QUESTION 353

Universal Containers performs service which may require more than one task on a Work Order. A Consultant has recommended Work Order Line Items to manage the task(s). What should be considered as part of this solution to ensure tasks are dispatched?

- A. Work Order Line Items require a Case for the field technician to perform the work.
- B. All Work Order Line items inherit the required Skills for the associated Asset.
- C. Work Order Line Items require a Service Appointment for a field technician to perform the work.
- D. Scheduled Work Order Line Items have to be completed on a daily basis or rescheduled the end of day.

Answer: C

NEW QUESTION 357

Universal Containers has identified a business process in which a Customer Support Agent reviews an existing Work Order and needs to associate an additional part to the order for the Technician to successfully complete the job.

How should a Consultant support this process?

- A. Add a new Product Required to the Work Order.
- B. Add a new Product Required to the Work Typ
- C. 2
- D. Add a new Product Consumed to the Work Rul
- E. Seer
- F. Add a new Product Consumed to the Work Order.

Answer: B

NEW QUESTION 359

What are the two benefits of using field service lightning apps instead of Salesforce mobile apps?

Choose 2 answers

- A. Agents view of upcoming service appointment
- B. Offline access to flow
- C. Native customer signature capture
- D. Customized navigation menu

Answer: BC

NEW QUESTION 363

A technician reported that the travel time calculated between appointments is often too short because job delays throughout the day.

Which setting should a consultant consider to improve travel time accuracy?

- A. Minimum grade, default operating hour
- B. Estimated travel time, minimize travel
- C. Travel speed unit, actual travel time
- D. Street level routing, Default travel speed

Answer: D

NEW QUESTION 364

Universal Containers' (UC) product named "Widget 1" should always receive phone support when an issue is logged against the product. A UC customer calls regarding an issue on "Widget 1" at their location. What should be implemented to ensure the customer's case automatically receives remote technical support?

- A. Create an Entitlement Template on the Product.
- B. Create a Workflow Rule on the Case.
- C. Create a Milestone on the Product.
- D. Create a Visualforce Page on the Case.

Answer: C

NEW QUESTION 369

Universal Containers is deploying Field Service Lightning in Europe, where pricing varies by country. What Price Book structure is recommended?

- A. Utilize a custom Price Book specific to each country.
- B. Utilize the standard Price Book with pricing rules applied.
- C. Utilize a custom Price Book with pricing rules applied.
- D. Utilize a standard Price Book specific to each country.

Answer: A

NEW QUESTION 371

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

Answer: C

NEW QUESTION 374

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: BD

NEW QUESTION 376

Universal Containers (UC) wants to track all customer work requests. UC has no requirement to track where the work originated from, but does need the requests tied to the customer's account. What should a Consultant recommend to track these work requests?

- A. Cases Only
- B. Cases, Work Orders, and Tasks
- C. Work Orders and Cases
- D. Work Orders only

Answer: C

NEW QUESTION 377

an agent has to create a work order for a complex installation. A work order line item is created line item is created for each required component so it can be tracked and priced separately. However, a few of the components are only on the company's preferred price book while the other is on the U.S price book. Which solution should a consultant recommend so the agent can meet this requirement?

- A. Create one work order for each price book and add work order line items to the appropriate work order based on its price book.
- B. Create one work order and override the price on work order line items for products on the preferred price book.
- C. Create one work order and add work order line items based on the price book selected on the work type.
- D. Create one work order for each price book and use work types to assign the pricebook to work order line item.

Answer: C

NEW QUESTION 379

one of the universal container customers allow maintenance only between 12:00 noon to 1:00 pm
On which object should a consultant set operating Hours to meet this requirement?

- A. Service territory number
- B. Service territories
- C. Service appointment
- D. Account

Answer: D

NEW QUESTION 383

Universal Containers wants to dispatch groups of Service Appointments to their Technicians. The number of Service Appointments dispatched at a time varies among different Service Territories.

Which two settings should a Consultant enable to ensure Service Appointments are dispatched correctly? Choose 2 answers

- A. Set the Service Appointment to Dispatch in Field Service Settings.
- B. Enable Drip Feed Dispatching in Field Service Settings.
- C. Set the Number of Services to Drip Feed on the Service Territory.
- D. Enable Sharing of Dispatched Service Appointments.

Answer: BC

NEW QUESTION 387

Universal Containers sells widgets with multiple components. Based on a problem reported by a customer, one or more of the components need to be replaced. What should a Consultant recommend to accurately record the required work?

- A. Service Appointments and Service Appointment Line Items
- B. Work Orders with Products Consumed
- C. Work Orders with Work Order Line Items
- D. Work Orders with Service Appointments

Answer: C

NEW QUESTION 388

A dispatcher needs to reduce the backlog of service appointments in different territories and focus on Individual customer service. Which scheduling policy should the dispatcher use

- A. Customer first
- B. Emergency
- C. High intensity
- D. Soft boundaries

Answer: D

NEW QUESTION 393

universal containers technician may be assigned to jobs with arrival window to meet the costumer appointment time preference technicians are also assigned to jobs without a preferred appointment time

In which two ways should the consultant define operation house to meet this requirement

Choose 2 answers

- A. When service resources are available for work
- B. The maintenance plan for account
- C. The due date of the service appointment
- D. The time slots for appointment booking

Answer: CD

NEW QUESTION 397

A mobile technician uses parts present in their van to complete an on-site customer installation. The technician has marked the service appointment and work order as completed. They want to record the parts used in completing the job and adjust their van stock.

Where should the technician record this information?

- A. The Product Item Transactions Related List on the Product Item
- B. The Work Order Line Item associated with the completed Work Order
- C. The Products Consumed section on the Work Order
- D. The Product Request Line Item associated with the Product

Answer: C

NEW QUESTION 400

Universal Containers (UC) wants to measure their adherence to specific SLAs for all Work Orders. In which order should a Consultant Implement the setup to achieve this requirement?

- A. Set UP Milestones, Create Entitlement records, Set Up Entitlements Process for Work Orders.
- B. Set Up entitlements Process for Work Orders, Set Up Milestones, Create Entitlement records.
- C. Set Up Milestones, Set Up Entitlements Process for Work Orders, Create Entitlement records.
- D. Create Entitlement records, Set Up Entitlements Process for Work Orders, Set Up Milestones.

Answer: C

NEW QUESTION 401

Universal containers products need to be traceable form the factory to customer sites. The products are installed using disposable kits.

How should the consultant configure this?

- A. Create the products and the installation kits as unsterilized inventory.
- B. Create the products and the installation kits as serialized inventory.
- C. Creak the products as serialized inventory and the installation kits as unsterilized inventory.
- D. Create the products and the installation kits as a single serialized product.

Answer: C

NEW QUESTION 406

Universal Containers would like to provide Field Service Technicians the ability to capture details and customer approval on completed work so that the details can be compiled and sent to the customer electronically. What should a Consultant recommend to meet this requirement?

- A. Create a Process Builder to generate a report.
- B. Create a custom report.
- C. Use the standard Service Report
- D. Use the standard Work Order email template.

Answer: C

NEW QUESTION 410

Universal container 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 part used, and time spent on each machine when dispatching a technician How should consultants meet these requirements?

- A. Work order will have multiple service appointment
- B. Each service appointment will be linked to the asset
- C. Each account will have a service appointment that will represent the work to be done at customer site

- D. Work order will have multiple work order line item each work order line item will be link to the asset and have a service appointment
- E. Each asset will have a service appointment that will represent work order needed each machine

Answer: C

NEW QUESTION 414

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