



Salesforce

Exam Questions Field-Service-Lightning-Consultant

Salesforce Certified Field Service Lightning Consultant (SP19)

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NEW QUESTION 1

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 2

A Technician at Universal Containers (UC) is responsible for servicing multiple Assets at a customer site during a single visit. UC wants to minimize impact for the customer and consolidate work for its Technician.

What should the Consultant recommend to meet this requirement?

- A. Create and schedule independent Work Orders for each Asset, each with a Service Appointment.
- B. Create and schedule a Service Appointment with a single Work Order with Work Order Line Items for each Asset.
- C. Create designated Time Slots to ensure appropriate time is held to accommodate these types of visits.
- D. Create a single Work Order with Work Order Line Items for each Asset, each with a Service Appointment.

Answer: B

NEW QUESTION 3

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 4

Universal Containers has implemented a flow that allows technicians to replace faulty or damaged assets directly from within the field service lightning mobile app. Once a replacement has been made, where can the asset relationship s be viewed?

- A. Both the primary assets and related assets related lists on the assets object
- B. Only the primary assets related list on the assets object
- C. Both the primary assets and related assets related lists on the work order object
- D. Only the primary assets related list on the work order object

Answer: B

NEW QUESTION 5

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 6

What set of configurations make up Scheduling Policies and let companies adhere to their business constraints and preferences?

- A. Service Objectives and Work Types
- B. Service Objectives and Work Rules
- C. Service Levels and Work Rules
- D. Service Contracts and Service Levels.

Answer: B

NEW QUESTION 7

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

NEW QUESTION 8

Northern trail outfitters (N T O) wants to automatically dispatch a technician's next two service appointments after the technician completes their current service appointment. NTO wants to be consistent across all of the service territories and control the number of service appointments that are pushed to the technician. What automated processing should the consultant configure upon work order completion to dispatch the next two appointments?

- A. Create an apex trigger.
- B. Build a workflow rule.
- C. Configure an auto dispatch schedule job.
- D. Enable drip feed dispatch.

Answer: D

NEW QUESTION 9

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 10

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 10

universal containers has customers who have previously negotiated pricing on some products. Which price book structure should a consultant recommend when considering the implications of pricing on work orders?

- A. Utilize a custom global price book and add all products as price book entries
- B. Utilize a custom global price book and add price negotiated products as price book entries
- C. Create customer specific price books and add all products as price book entries
- D. customer specific price books and add only price negotiated products as price Create book entries

Answer: C

NEW QUESTION 15

An employee at Universal Containers performs the role of a Dispatcher and a Technician. How should a Consultant configure Salesforce Field Service to support this behavior?

- A. Create one Service Resource and assign the relevant Permission Set Licenses.
- B. Create one Service Resource and assign the Technician and Dispatcher role.
- C. Create two Skills records and assign them to the Service Resource record.
- D. Create two Service Resources and assign them to the employee.

Answer: A

NEW QUESTION 20

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 21

universal container provides maintenance and emergency services to its customers. Sending technician emergency call during the day causes long travel time and reduces the number of appointments that a technician can complete. Which features should a consultant use to reduce and increase technician productivity?

- A. Resource schedule optimization
- B. Reschedule appointment
- C. Fix overlaps
- D. Fall in schedule

Answer: A

NEW QUESTION 25

when completing a work order in the field, the technician needs to capture two signatures to ensure compliance. Which steps are needed to configure the signatures capture?

- A. create two service reports and add one signature block to each
- B. create relevant signature types and add signature blocks to the service report template.
- C. create a flow that adds tow signature blocks when the service report is generated
- D. create two costume fields for the service appointment and use flows to capture each signature

Answer: B

NEW QUESTION 29

Universal containers want to implement service legal agreements (SLA) for work Order. Which three considerations should the consultant take into account?

- A. A new entitlement process requires selecting entitlement process type.
- B. Milestones for the work orders can be set up from the metadata API
- C. A single milestone can be added to both case and work order entitlement processes.
- D. An entitlement process must be applied to both cases and work order
- E. Milestone of the work orders can be configured in setup.

Answer: ACE

NEW QUESTION 32

Universal Containers has customers who have previously negotiated pricing on some products. Which Price Book structure should a Consultant recommend when considering the implications of pricing on Work Orders'?

- A. Utilize a custom Global Price Book and add all products as Price Book Entries.
- B. Create customer-specific Price Books and add all products as Price Book Entries.
- C. Utilize a custom Global Price Book and add price-negotiated products as Price Book Entries.
- D. Create customer-specific Price Books and add only price-negotiated products as Price Book Entries.

Answer: D

NEW QUESTION 36

Universal containers wants to track when technicians need to visit a customer site multiple times to resolve an issue. How should a consultant configure this using a single work order?

- A. Create a new work order line item for each site visit.
- B. Create a new product consumed for each site visit.
- C. Create a new child work order for each site visit.
- D. Create a new service appointment for each site visit.

Answer: D

NEW QUESTION 38

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 43

Each container consists of multiple parts that are tracked by Asset records. Universal Container's customers usually wait until several parts need service before requesting a Technician come on-site to save money on service charges. How should a Consultant configure Salesforce Field Service to track the work performed?

- A. Create a Work Order and Work Order Line Item for each Asset being serviced.
- B. Create a Work Type to automatically create relevant line items for each Asset.
- C. Create a Work Type and Work Order for each Asset being serviced.
- D. Create a Work Order for all Assets being serviced and a Work Order Line Item for each Product Consumed.

Answer: A

NEW QUESTION 48

Universal Containers wants to invoice its Customer 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 Opportunity Line Items and Price Books to track the price.
- B. Use Products and Price Books to track the price.
- C. Use Assets and Products to track the price.
- D. Use a custom object to model the Work Order pricing and price.

Answer: C

NEW QUESTION 51

Universal Containers wants to reduce their mean-time-to-service. Which three Field Service processes should a Consultant recommend to accomplish this goal? Choose 3 answers.

- A. Adjust Scheduling Policy
- B. Knowledge Base
- C. Customer Entitlements
- D. Dispatching
- E. Scheduling

Answer: ABD

NEW QUESTION 55

A customer wants return a defective product instead of scheduling service appointment
How should this product be tracked in field service lightning?

- A. Create a work order and work order line
- B. Create return order and return order line item
- C. Create a product request and product request line item
- D. Create a return order and relate it to the product

Answer: B

NEW QUESTION 57

Universal containers wants to assign service appointments based on the polygon of the child service Territory in the hierarchy.
How should a consultant assign service appointments to the polygon?

- A. Set the polygon assignment policy to the highest level.
- B. Set the territory assignment policy to the highest level.
- C. Set the territory assignment policy to the lowest level.
- D. Set the polygon assignment policy to the lowest level.

Answer: C

NEW QUESTION 61

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 64

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 67

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 69

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 74

Universal containers want to track the full lifecycle of an installed product, including when a swap is needed as part of a service order. Which steps technicians follow to report that a substitute asset is installed?

- A. Mark installed asset as "shipped" - create a new product - relate the product to the asset
- B. Mark installed asset as "obsolete" - create a new product - related the product to asset
- C. Mark installed asset as "shipped" - create new assets - create a new asset of relationships type = "shipment"
- D. Mark installed asset as "obsolete" - create a new product - create a new asset of relationships type = "replacement"

Answer: D

NEW QUESTION 77

Which two objects are required when configuring an optimization job?
Choose 2 answers

- A. Service territory
- B. Polygons
- C. Work type
- D. Scheduling policy

Answer: AD

NEW QUESTION 78

universal container technicians have 12 mandatory company holidays each calendar year. Technician need view all of their absence records at once
Which two applications should a consultant recommend to meet this requirement? Choose 2 answers

- A. Salesforce browser-based applications
- B. Custom mobile applications
- C. Field service lightning mobile applications
- D. Salesforce mobile applications

Answer: AC

NEW QUESTION 79

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 83

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 87

Universal Containers (UC) uses two contractors, Contractor 1 and Contractor 2, to perform repair work. Contractor 1 has provided services for UC for a longer period of time and is considered to have more repair work expertise than Contractor 2.
How should the Consultant configure the Contractors' experience?

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

Answer: A

NEW QUESTION 91

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 92

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 96

Northern Trail Outfitters (NTO) wants to automatically dispatch a Technician's next two Service Appointments after the Technician completes their current Service Appointment. NTO wants to be consistent across all of the Service Territories and control the number of Service Appointments that are pushed to the Technician. What automated processing should the Consultant configure upon Work Order completion to dispatch the next two Appointments?

- A. Create an Apex Trigger.
- B. Build a Workflow Rule.
- C. Enable Drip feed Dispatch.
- D. Configure an Auto Dispatch Scheduled Job.

Answer: C

NEW QUESTION 100

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 101

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 102

The Org-Wide Default sharing for a Service Appointment is set to Private. If the Service Appointment is cancelled, which users will have visibility to the record?

- A. Owner of Service Appointment and members of User Territory
- B. Assigned Resources, Owner of Service Appointment and members of User Territory
- C. Assigned Resources, Owner of Service Appointment and members of Service Territory
- D. Owner of Service Appointment and members of Service Territory

Answer: A

NEW QUESTION 107

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 110

What is the most efficient way for a Consultant to keep Technicians proactively informed about updates to their Service Appointments and Work Orders in the Field Service mobile app?

- A. Utilize Schedules Jobs from the Field Service Admin app.
- B. Enable Notifications in Field Service Settings.
- C. Utilize Triggers to send emails to relevant users.
- D. Enable Push Notifications in the Service Console app.

Answer: B

NEW QUESTION 114

Dispatches at Universal Containers want to ensure the Resource being assigned to a Work Order has the correct training. What should a Consultant implement to accomplish this requirement?

- A. Set up Service Locations, Set up Location Skills, Define Work Types
- B. Define Work Types, Define Work Order Status, Set up Resource Skills
- C. Define Skills, Set up Skill Requirements, and Set up Resources Skills
- D. Set up Skill Requirements, Define Work Types, Set up Routing Rules.

Answer: C

NEW QUESTION 117

universal container wants to make to easier for its managers to monitor prevention maintenance work order using dispatcher console
Which two filtering options should manager use to find the appropriate work order? Choose 2 answers

- A. The dispatcher console MAO and filter the list to show only desired service appointment
- B. The prevention maintenance Gantt and filter the list to show only desired work orders
- C. The dispatcher work order polygons and filters the list to show only desired service appointment
- D. The dispatcher console appointment list and filter the list to show only desired service Appointment

Answer: AD

NEW QUESTION 119

Universal Containers has enabled Field Service Lightning and is looking to enable Entitlements for Work Orders. What should a Consultant take into consideration?

- A. Managing page layouts and milestone trackers can be done in salesforce1.
- B. Creating Entitlements for Cases and Work Orders must be separated.
- C. Managing page layouts and validation rules can be done in Salesforce Lightning.
- D. Creating Entitlements for Work Orders requires Lightning to be enabled.

Answer: B

NEW QUESTION 120

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 121

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 123

When a Universal Containers (UC) Technician installs a product at a customer site, the Technician must perform all future work for that customer. Which process should the Consultant use to meet this requirement?

- A. Add the Resource as a Required Resource on the Contact.
- B. Add the Resource as a Required Resource on the Account.
- C. Add the Resource as a Preferred Resource on the Work Order.
- D. Add the Resource as a Preferred Resource on the Asset.

Answer: B

NEW QUESTION 124

universal container wants its technician to follow a standard operating procedure (S O P) while performing maintenance on an individual asset. Each operation should be captured independently to allow technician to enter note and update status they progress with the work preventative maintenance should be with a single visit

Which data model should the consultant recommend to the universal container?

- A. Work order to represent the preventative maintenance on the asset - work order line item to represent the different operations - service appointment to represent the visit
- B. Service appointment to represent ante the preservative maintenance on the asset - work order line item to represent the different operations - work order to represent the visit
- C. Work order to represent the preventative maintenance on the asset - service appointment to represent the different operations - work order line item to represent the visit
- D. Work order line item represent the preventative Maintenance on the asset - workorder represent the different operations- service appointment to represent visit

Answer: A

NEW QUESTION 129

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 130

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 132

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 135

Northern Trail Outfitters has hired a contractor to help with service calls on an as-needed basis. The contractor should be limited to travel a maximum of 50 minutes from home.

Which action should a consultant recommend?

- A. Link rules to Relevance Groups.
- B. Assign a high efficiency score.
- C. Check 'Keep These Appointments Scheduled'.
- D. Include a Match Fields work rule.

Answer: B

NEW QUESTION 138

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 143

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 144

Universal Containers wants to reduce field service-related costs by cutting overtime pay and fuel expenses for internal employees when scheduling all Service Appointments.

Which two customizations should the Consultant recommend to meet this requirement? Choose 2 answers

- A. Create a new Scheduling Policy that includes Service Objectives in this order: Minimize Overtime, Minimize Travel, Preferred Service Resource, Skill Level, Resource Priority, ASAP.
- B. Select the new policy as the Scheduling Policy for the Scheduled Optimization Job.
- C. Create a custom Quick Action for Booking Appointments and Candidates that use the new Scheduling Policy.
- D. Create a new Scheduling Policy that includes Service Objectives in this order: ASAP, Resource Priority, Skill Level, Preferred Service Resource, Minimize Travel, Minimize Overtime.

Answer: AB

NEW QUESTION 147

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 149

Universal containers has a large volume of cancellations occurring on their Work Orders. The COO wants to manage Work Order cancellations and subsequent follow-ups. Which two options should a Consultant recommend? Choose 2 answers.

- A. Change the Work Order with a closed status of "Cancelled."
- B. Change the Work Order with a status of "New."
- C. Re-use the existing Work Order for the follow-up.
- D. Create a child Work Order for the follow-up Work Order.

Answer: AD

NEW QUESTION 154

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 156

Geolocation tracking is enabled for Universal Containers's Technicians but should only apply to full-time employees.

How can geolocation tracking for contractors be disabled?

- A. Set the Geolocation Update Frequency field to zero for contractors.
- B. Add the Exclude Technician from Geolocation Tracking permission to a permission set and assign it to contractors.
- C. Uncheck the Geocoding field on the Contractor's profile.
- D. A Uncheck the Collect Service Resource Geolocation History field in Field Service Mobile Settings.

Answer: B

NEW QUESTION 161

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 164

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 166

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

NEW QUESTION 170

Universal Containers performs multi-staged jobs, where the second job can only begin after completion of the first job. How should a Consultant recommend implementing this process?

- A. Create two Service Appointments, set the Related Service Appointment and Time Dependency.
- B. Create one Service Appointment with the total duration of the two jobs and assign two Resources.
- C. Create two Service Appointments and schedule them to the same Resource.
- D. Create one Service Appointment and schedule it to two different Resources.

Answer: A

NEW QUESTION 174

each container consists of multiple parts that are tracked by assets records. Universal container customers usually wait until several parts need service before requesting the technician come on a site to save money on the service charges. How should consultants configure the field service lightning to track the work performed?

- A. Create a work to type automatically create relevant line time for each asset
- B. Create a work order and work order line item for each asset being serviced
- C. Create a work order for all assets being serviced and work order line item for each product consumed
- D. Create a work order for each asset being serviced

Answer: B

NEW QUESTION 178

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 182

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 187

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 189

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 194

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 195

universal container want to dispatch group of service appointment to there technician the number of service appointment dispatched at the time varies among different services territories

Which two settings should a consultant enable to ensure the service appointments? are dispatched correctly?

- A. Set the number of services to drip feed on the service territories
- B. Set the service appointment to dispatch in the field service settings
- C. Enable sharing or dispatch service appointments
- D. Enable drip feed dispatching in field service settings

Answer: AD

NEW QUESTION 197

universal containers have a call center that responds to requests from customers and schedules time for field service engineers (FSEs) to perform work on assets owned by the client. Call center agents are responsible for booking appointments

Which permission set license should be assigned to the call center agents?

- A. FSL dispatcher license
- B. FSL agent license
- C. FSL admin license
- D. FSL resource license

Answer: B

NEW QUESTION 199

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