

# Salesforce

## Exam Questions Field-Service-Lightning-Consultant

Salesforce Certified Field Service Lightning Consultant (SP19)



**NEW QUESTION 1**

Universal Containers has noticed that with every new product release there is a rise in customer reported Cases and a decrease in first-time fix-rate. Which two recommendations should a Consultant make? Choose 2 answers.

- A. Publish training documentation in a closed chatter group.
- B. Increase training to Sales Representatives.
- C. Publish pre-release documentation on the Customer Community.
- D. Increase training to Field Service Technicians

**Answer:** CD

**NEW QUESTION 2**

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 3**

universal container requires trained inspectors to make 3 site visits per year to inspect the container customers' sites. These visits must be scheduled within 14 days of inspection due date.

What are two ways a Consultant can configure maintenance plans to meet the requirements? Choose 2 answers

- A. Auto generate work order with a 14 days generation horizon
- B. Associate work type called site to maintenance plan
- C. Associate a required skill call site visits to maintain plans
- D. Auto generate work order with 14-day generation time frame

**Answer:** AB

**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**

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 6**

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

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

**Answer:** D

**NEW QUESTION 7**

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 Service Appointment for each site visit.
- B. Create a new Child Work Order for each site visit.

- C. Create a new Product Consumed for each site visit.
- D. Create a new Work Order Line Item for each site visit.

**Answer:** A

#### NEW QUESTION 8

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 a consultant can configure maintenance plans to meet the requirement? Choose 2 answers

- 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 9

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 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 an 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

Universal Containers wants to limit their Technicians' view of Work Orders and Service Appointments in the Salesforce Field Service mobile app. What should a Consultant recommend to control their Technicians' view?

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

**Answer:** B

#### NEW QUESTION 14

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 19

Universal Containers requires trained inspectors to make three site visits per year to inspect containers at customer sites. These visits must be created 14 days before the next suggested inspection date.

What are two ways a Consultant can configure Maintenance Plans to meet the requirement? Choose 2 answers

- A. Auto-generate Work Orders with a 14 day Generation Timeframe.
- B. Auto-generate Work Orders with a 14 day Generation Horizon.
- C. Associate a Work Type called Site Visit to a Maintenance Plan.
- D. Associate a Required Skill called Site Visit to a Maintenance Plan.

**Answer:** BC

#### NEW QUESTION 22

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 23

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 24

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 26

When should both the Root Work Order and Root Work Order Line Item fields be added to page layouts?

- A. When a service process dictates that there are two levels in a Work Order Hierarchy and two levels in the Work Order Line Hierarchy
- B. (Parent Work Order can be used)
- C. When a service process dictates that there is a single level in a Work Order Hierarchy and more than two levels in the Work Order Line Hierarchy.
- D. When a service process dictates that there are more than two levels in a Work Order Hierarchy and more than two levels in the Work Order Line Hierarchy.
- E. When a service process dictates that there are more than two levels in a Work Order Hierarchy and more than a single level in the Work Order Line Hierarchy.

**Answer:** C

#### NEW QUESTION 30

Universal Containers are implementing field service lightning and wants to make sure 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 31

Universal Container (UC) is rolling out inventory management to better manage parts and inventory. UC wants to automatically associate certain parts and products to work orders on creations based on the work to be performed.  
How should the Consultant meet this requirement?

- A. Add product to the products required related list on the asset object
- B. Add product to the products required related list on the work type object
- C. Add product to the work order products related list on the work type object
- D. Add product to the work order products related list on the asset object

**Answer:** B

#### NEW QUESTION 35

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 37

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 42

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 44

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 47

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 48

Northern Trail outfitters (NTO) want to track the report on individual tasks completed, including part consumed and pricing details, as part of the work order completion process. NTO want to schedule one or multiple tasks to the different technician as needed

How should the consultant meet the requirements utilizing the standard field service lightning data model?

- A. Create work order line item, each with its own child service appointment
- B. Create a multiple service appointment, each with its own child task records
- C. Create a multiple service appointment each with its own child work order line item
- D. Create a custom object records, each with its own child service appointment

**Answer:** A

#### NEW QUESTION 52

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 54

Universal Containers wants to assign Service Appointment 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 56

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

What should the Consultant leverage to meet this requirement?

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

**Answer:** B

#### NEW QUESTION 60

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 63

Universal Containers' DSO (Days Sales Outstanding) is at an all-time high, and they are evaluating way to shorten the collection time. What will help reduce DSO?

- A. Require Technicians log all non-billable hours.
- B. Require customer signature on billable Work Orders
- C. Require approval on all Installations.
- D. Require Technicians sign-off on Work Orders.

**Answer:** D

#### NEW QUESTION 67

which configuration can universal containers use to brand the field service lightning mobile app?

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

**Answer:** D

#### NEW QUESTION 69

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 73

Universal Containers' Customers typically like to be served by the same Technician that completed the initial installation. How should a Consultant implement this rule?

- A. Add all other Resources as Excluded Resources.
- B. Add the Resource as a Required Resource.
- C. Add the Resource as a Preferred Resource.
- D. Add the Account as one of the Resource Skills.

**Answer:** C



#### NEW QUESTION 74

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 78

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 79

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 80

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 82

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 87

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 92

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 96

Universal container want technician using the field service lightning mobile app to indicate when service appointment is at risk  
What should be a consultant recommended to meet the requirements?

- A. Adjust the scheduled end field on the service appointment
- B. Change the status field on the service appointment
- C. Update the in-jeopardy field on the service appointment
- D. Post the service appointment chatter feed

**Answer:** D

#### NEW QUESTION 101

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

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

**Answer:** D

#### NEW QUESTION 102

Universal Containers wants to use Work Types, since many of their Work Orders require the same Field Service Technician skills. What should the Consultant consider when using Work Types?

- A. A change to the skills on a Work Type will affect the required skill on Work Orders previously created from that Work Type.
- B. A Work Order inherits the Work Types required skills; however, the user has the ability to add/remove skills on the Work Order.
- C. An existing Work Order Line Item will inherit the required skill of a Work Type, regardless of any existing required skills.
- D. A Work Order Line Item will inherit their parent Work Order's Work Type Skills, and the user is unable to make additional changes.

**Answer:** B

#### NEW QUESTION 104

Universal Containers wants to track the total associated price when servicing Work Order for customers. Which two of the following should a Consultant recommend? Choose 2 answers

- A. Use Work Order and Work Order Line Items.
- B. Use the Einstein Pricing Configurator.
- C. Set up Products and Price Books.
- D. Use a custom object to model the Work Order pricing.

**Answer:** AC

#### NEW QUESTION 106

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 107

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 109

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 111

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 116

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 121

Universal Containers wants to provide Dispatchers with Account and Asset details when they hover over each Service Appointment. How should a Consultant recommend implementing this feature?

- A. Create CSS in the Dispatcher's Console.
- B. Add Fields on the Page Layout.
- C. Use Lookup Fields.
- D. Configure Field Sets on the Service Appointment.

**Answer: D**

#### NEW QUESTION 124

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. Set the individual technicians as capacity-based service resources.
- B. Create the individual technicians as service crew members.
- C. Create the contractor manager as a crew service resource.
- D. Set the contractor manager as a capacity-based service resource.

**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 129

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 131

How should a Consultant configure Salesforce Field Service to ensure agents and dispatchers can quickly create Work Orders with the appropriate materials?

- A. Create Work Types with Work Order Line Items.
- B. Create Work Types with Products Consumed.
- C. Create Work Types and Locations.
- D. Create Work Types with Products Required.

**Answer:** D

#### NEW QUESTION 136

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 139

Universal container has enabled field service lightning and want to enable milestones for work order. What should a consultant take into consideration?

- A. Creating milestones for word orders requires an entitlement for case
- B. Creating milestones trackers requires a custom lightning component
- C. Creating entitlements for work orders requires a custom lightning component
- D. Creating entitlement for class and work order must be separated

**Answer:** D

#### NEW QUESTION 142

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 143

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 145

Universal Containers has 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. F5L Dispatcher License
- B. FSL Resource License
- C. FSL Admin License
- D. FSL Agent License

**Answer:** D

#### NEW QUESTION 148

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 149

An agent has to create a Work Order for a complex installation. A Work Order 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 others are on the U.S. Price Book. Which solution should a Consultant recommend so the agent can meet this requirement?

- A. Create one Work Order and add Work Order Line Items based on the Price Book selected on the Work Type.
- B. Create one Work Order for each Price Book and use Work Types to assign the Price Book to each Work Order Line Item.
- C. Create one Work Order and override the price on Work Order Line Items for products on the Preferred Price Book.
- D. Create one Work Order for each Price Book and add Work Order Line Items to the appropriate Work Order based on its Price Book.

**Answer:** D

#### NEW QUESTION 154

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 155

Universal Containers (UC) uses Service Contract based Entitlements to determine their Service Level Agreements. UC would like to track adherence to Service Contract SLAS. Where would UC apply an Entitlement record to track the specific Service Contract SLAS?

- A. Work Order Line Items
- B. Service Contract
- C. Work Order
- D. Account

**Answer:** D

#### NEW QUESTION 159

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 161

Universal Containers (UC) wants to customize Service Reports provided to customers at sign-off. Which three options are available through configuration in Field Service Lightning?

- A. Add additional page to End Section of report.
- B. Add additional field to Address Section of report.
- C. Add additional field to General Section of report.
- D. Add additional image to Detail Section of report.
- E. Add additional dates in Date Section of report.

**Answer:** ACE

#### NEW QUESTION 164

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 168

Universal Containers is implementing Field Service Lightning in multiple European Countries, where pricing varies by product. Which two options should a Consultant recommend when considering the setup and configuration of Price Books?

- A. Utilize Standard Global Service Price Book Entries.
- B. Utilize multiple country-specific Price Books.
- C. Utilize country-specific Price Book Entries.
- D. Utilize the standard Salesforce Price Book.

**Answer:** D

**NEW QUESTION 171**

Universal Containers is receiving increased complaints about incomplete Work Orders. What option should a Consultant recommend to improve this situation?

- A. Send an email CSAT survey.
- B. Implement Validation Rules and Signature Capture.
- C. Change the Scheduling Rules.
- D. Decrease Resource Rant Score.

**Answer:** B

**NEW QUESTION 176**

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 178**

An extreme whether situation impacts both the volume of work and number of available resources at universal container. Which approach should a consultant recommend to realign available resources with? open work?

- A. Resource Schedule optimization
- B. Global optimization
- C. Emergency scheduling
- D. Customer first scheduling

**Answer:** C

**NEW QUESTION 179**

A customer wants to return a defective product instead of scheduling a Service Appointment. How should this product be tracked in Salesforce Field Service?

- A. Create a Product Request and Product Request Line Item.
- B. Create a Return Order and relate it to the Product.
- C. Create a Work Order and Work Order Line Item.
- D. Create a Return Order and Return Order Line Item.

**Answer:** D

**NEW QUESTION 183**

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 185**

Universal Containers (UC) is rolling out Inventory Management to better manage parts and inventory. UC wants to automatically associate certain parts and products to Work Orders upon creation based on the work to be performed. How should the Consultant meet this requirement?

- A. Add Products to the Work Order Products Related List on the Asset object.
- B. Add Products to the Products Required Related List on the Work Type object.
- C. Add Products to the Products Required Related List on the Asset object.
- D. Add Products to the Work Order Products Related List on the Work Type object.

**Answer:** B

**NEW QUESTION 190**

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 192

Universal Containers wants to track the work that is performed on the customer's install base. What object relationship should the Consultant focus on to meet this requirement?

- A. Products to Accounts
- B. Assets to Products
- C. Work Orders to Assets
- D. Work Orders to Products

**Answer:** D

#### NEW QUESTION 195

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 196

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 200

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 205

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 206

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 210**

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 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 214**

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 216**

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 219**

Universal container typically performs installs, break-fix, and inspection for all clients. The service manager wants to create a template for common work requests. What should a consultant implement to assist the dispatch team?

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

**Answer:** D

**NEW QUESTION 221**

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 223**

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 224**

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 228

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 230

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 232

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

universal container (uc) sells shipping Containers and container parts. UC wants to track each customer's container and associated part for field servicing, sales, and reporting purposes. Which solution should a Consultant recommend to relate the part to a customer? container?

- A. Add the container as an asset on account and make the part internal assets
- B. Add the container as product on the account and part to the child product related list
- C. Create a hierarchical relationship between the parent product container and the child part product
- D. Create an asset hierarchy on account with container as root asset and part as the child assets

**Answer:** D

#### NEW QUESTION 234

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 239

which work rule should a field service lightning consultant use to assign service resources based on related object records?

- A. resource availability
- B. extended match
- C. match field

D. required resources

**Answer:** B

**NEW QUESTION 240**

Which three objects are associated to the Work Type? Choose 3 answers

- A. Service Appointments
- B. Products Required
- C. Resources
- D. Skill Requirements
- E. Articles

**Answer:** BDE

**NEW QUESTION 244**

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 246**

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 250**

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 253**

To ensure that preventative maintenance work can be completed on time. Universal Containers wants to automatically generate Work Orders 14 days before the next suggested maintenance date.

How should the Consultant meet this requirement?

- A. Define a generation horizon of 14 days.
- B. Define a generation timeframe of 14 days.
- C. Configure Auto-generate Work Orders to True.
- D. Define a generation horizon of 20,160 minutes.

**Answer:** A

**NEW QUESTION 257**

One of the products sold by Universal Containers requires quarterly service appointments. Which feature should a Consultant use to meet this requirement?

- A. Define a repeating Work Type.
- B. Implement Path for Work Orders.
- C. Build a Process for Service Appointments.
- D. Configure a Maintenance Plan.

**Answer:** D

**NEW QUESTION 259**

Northern Trail Outfitters (NTO) wants to track and report on individual tasks completed, including parts consumed and pricing details, as part of the Work Order completion process. NTO wants to schedule one or multiple tasks to different Technicians as needed.

How should the Consultant meet the requirement utilizing the standard Salesforce Field Service Data Model?

- A. Create multiple Service Appointments, each with its own child Work Order Line Item.
- B. Create Work Order Line Items, each with its own child Service Appointment.
- C. Create multiple Service Appointments, each with its own child task records.
- D. Create Custom Object records, each with its own child Service Appointment.

**Answer:** B

#### NEW QUESTION 264

A universal container 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 Consultants recommend to ensure the service with each container can be handled independently?

- A. Add each asset to a separate work order line item
- B. Create a service appointment for the work orders.
- 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 each line item.
- G. Add each asset to a separate work order
- H. Create a service appointment for each
- I. work order.

**Answer:** CD

#### NEW QUESTION 266

Universal Containers needs to implement a way to track all internal and external work associated with an inbound contact center request. How should a Consultant recommend tracking the work?

- A. Parent/Child Work Orders
- B. Cases Only
- C. Cases and Work Orders
- D. Work Orders only

**Answer:** A

#### NEW QUESTION 268

Universal Containers wants to represent and track a Bill of Material (BoM). What should a Consultant recommend?

- A. Use Assets and define a hierarchy.
- B. Use a custom object to model the BoM.
- C. Use an ERP to manage the BoM.
- D. Use Products and add to an Order.

**Answer:** C

#### NEW QUESTION 269

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 270

Which fields on service appointments help ensure that they are completed within the agreed upon service level agreement (SLA) with Universal Containers customers?

- A. Scheduled start, scheduled end
- B. Actual start, actual end
- C. Earliest start permitted, due date
- D. Arrival window start, arrival window end

**Answer:** C

#### NEW QUESTION 273

Upon arrival for the service appointment, a technician reports a team of people is required to resolve the issue. How can the dispatcher ensure the required resources are assigned to the issue?

- A. Create a new work order and assign a crew
- B. Create a new service appointment and assign to crew
- C. Assign the existing service appointment to the crew
- D. Assign the existing work order to crew

**Answer:** C

**NEW QUESTION 275**

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 277**

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 278**

Universal Containers wants to give Field Technicians the ability to create follow-up appointments if they are unable to complete w Work Order due to missing inventory. What should a Consultant implement to meet this requirement?

- A. Implement a Macro to generate Service Appointments on the existing Work Order.
- B. Implement a Quick Action to create a new Work Order Line Item on the existing Work Order.
- C. Implement a Quick Action to create a new Service Appointment on the existing Work Order.
- D. Implement a Custom Button to Create a Service Appointment on the existing Work Order.

**Answer:** C

**NEW QUESTION 281**

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 286**

Which three overview cards does the Field Service mobile app provide as context to Technicians on upcoming Service Appointments? (Choose three.)

- A. Product Catalog
- B. Site Details
- C. Asset History
- D. Contact
- E. Address

**Answer:** BDE

**NEW QUESTION 290**

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 292**

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 294

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 298

Universal Containers' (UC) Technicians are required to record actual work duration against baseline estimates at the Work Order Line Item Level for certain tasks. How can this be supported using standard fields and features?

- A. Create Work Types for all tasks requiring an estimated versus baseline value
- B. Train Service Technicians to select the appropriate Work Type, and then update the "Duration" field on the Work Order Line Item.
- C. Train Dispatchers to update the "Duration" field when Work Orders are created
- D. Train Service Technicians to select the appropriate Work Type, and then update the "Duration" field on the Work Order Line Item.
- E. Create Knowledge Articles with the baseline durations for each Product
- F. Train Service Technicians to associate the appropriate Knowledge Article, and then update the "Duration" field on the Work Order Line Item.
- G. Create Work Types for all tasks requiring an estimated versus baseline value
- H. Train Service Technicians to select the appropriate Work Type, and then update the "Duration" field on the Work Order.

**Answer:** D

#### NEW QUESTION 301

Service technicians at AW Computing use the Field Service mobile application when in the field. The technicians rely on Knowledge articles to assist them with completing assigned work. How should the solution be configured to ensure technicians can access relevant Knowledge articles?

- A. Create a quick action on the work order to search the Knowledge base.
- B. Attach the relevant articles to the work order or work order line items.
- C. Update the Service Appointment page layout to include the Articles related list.
- D. Add the Knowledge Lightning component to the Field Service mobile app.

**Answer:** B

#### NEW QUESTION 303

Optimization for the Midwest territory is set to automatically run each night for the next three days. The Dispatcher has noticed that the optimizer is leaving many Service Appointments unscheduled and has asked the Consultant to troubleshoot the issue. The Consultant notices that the Optimization Run Time per Service Appointment is set to Low in the Field Service Settings. Which two conditions would make the Consultant consider setting the optimizer to High? Choose 2 answers

- A. The Scheduling Policy Used field is blank.
- B. The scheduling policy is producing too many candidates that qualify for each Service Appointment.
- C. Most service appointments have the same priority.
- D. The Calculate travel and breaks Field Service Setting is disabled for the Service Resource Availability work rule.

**Answer:** BC

#### NEW QUESTION 307

Universal Containers performs service on field assets that require a sequence of work tasks. A Consultant has recommended Work Order Line Items to manage the tasks and assets/parts necessary to manage the work. Which two of the following must be considered as part of this solution to ensure Work Orders are properly completed? Choose 2 answers

- A. Use of Standard Reports to view Parent and Root Work Order Line Items within Work Orders by Customer.
- B. Use of Work Order Line Items that automatically inherit the hierarchy of Assets attached to Work Order.
- C. Use of Work Order Line Items to link to a specific Asset within the Asset Hierarchy that represents the BoM.
- D. Use of a parent-child Work Order Line Item to create a Work Order Line Item hierarchy.

**Answer:** AD

#### NEW QUESTION 309

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. Select the new policy as the scheduling policy for the scheduled optimization job.
- B. Create a custom quick action for booking appointments and candidates that use the new scheduling policy.
- C. Create a new scheduling policy that includes service objectives in this order: minimize overtime, minimize travel, preferred service resource, skill level, resource

priority, asap.

D. Create a new scheduling policy that includes service objectives in this order: ASAP, Resource Priority, skill level, preferred services resource, minimize travel minimizeovertime.

**Answer:** AC

#### NEW QUESTION 311

Universal Containers is evaluating a strategy for reducing the cost of service using automated scheduling. Which two approaches will contribute to this goal? Choose 2 answers

- A. Reduced Work Orders per Shift.
- B. Reduced Overtime per Work Order.
- C. Reduced Travel Time per Work Order.
- D. Reduced Absences per Employee.

**Answer:** BC

#### NEW QUESTION 313

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 314

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 317

Universal containers wants to dispatch emergency work identified throughout the day that needs to 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 321

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 326

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 327

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 331

how should the consultant recommend visualizing the highest revenue generating service appointments on the Gantt?

- A. Add the relevant field to the field set.
- B. Use map report layers.
- C. Color code using Gantt palettes.
- D. Create a Gantt action to highlight.

**Answer:** C

#### NEW QUESTION 333

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 336

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 340

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 343

Service resources at universal container UC frequently work in more than one service territory the current scheduling policy looks only at primary territory while us still want to optimizer to use the service resource primary when scheduling, UC also wants the scheduling policy to look at the resources secondary services territory Which two scheduling policy changes should a consultant recommend?

Choose 2 answers

- A. Includes the match territory work rule
- B. Remove the match territory work rule
- C. Select working location enable primary on the working territories work rule
- D. Deselect working location primary on the working territories work rule

**Answer:** BC

#### NEW QUESTION 346

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 349**

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 354**

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 356**

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

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

**Answer:** AB

**NEW QUESTION 361**

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 363**

Universal containers (UC) sells shipping containers and container parts. UC wants to track each customer's container and associated parts for Florida servicing, sales, and reporting purposes.

Which solution should a consultant recommend to relate the parts to a customer's container?

- A. Create an asset hierarchy on the account with the container as the root asset and the parts as child assets.
- B. Add the container as an asset on the account and mark the parts internal assets.
- C. Add the container as a product on the account and the parts to a child product related list.
- D. Create a hierarchical relationship between the parent product container and child parts products.

**Answer:** A

**NEW QUESTION 368**

Often, Technicians earn certifications that must be renewed periodically to ensure their skills remain up-to-date. How can these certifications be manager 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 370**

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 373

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 378

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

Which two configurations should a consultant implement to meet this requirement? Choose 2 answer

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

**Answer: AB**

#### 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 384

Universal containers (UC) wants to standardize the process that process that agents use to create and maintain work orders which will help new agents ramp up more quickly and improve data quality and consistency. UC wants key fields, agent instructions and best practices displayed at each step of the Service process on the work order.

What should the consultant implement to meet this requirement?

- A. Add a lightning component to work orders.
- B. Enable path for work orders.
- C. Enable knowledge on work orders.
- D. Add compact layouts to work orders.

**Answer: C**

#### NEW QUESTION 387

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 390

optimization for the Midwest is set to automatically run each night for the next three days. The dispatcher has noticed that the optimizer is leaving many service appointments unscheduled and has asked the consultant to troubleshoot the issue.

The consultant noticed that the optimization service run time per service appointment is set to low in field service settings.

Which two conditions should make the consultant consider setting the optimizer too? high?

Choose 2 answers

- A. The scheduling policy used field is blank
- B. The scheduling policy is producing too many candidates that qualify for each service appointment



- C. Most service appointment have the same priority
- D. The calculate travel and breaks field service setting is disabled for the service resource availability work rule.

**Answer:** BC

#### NEW QUESTION 391

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 393

universal container UC want to track the asset lifecycle when equipment has been snapped out

What should a consultant recommend to meet this requirement?

- A. Add the field history tracking related list to the assets page and configure the asset relationships object
- B. Add the related asset related list to the asset page and configure the product request object
- C. Add the related asset related list to the asset page and configure the assetrelationships object
- D. Add the field history tracking related list to the asset page and configure the product request object

**Answer:** C

#### NEW QUESTION 396

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

**Answer:** D

#### NEW QUESTION 399

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 403

Universal containers technicians frequently need to request more parts from another inventory location when stock runs low.

How can universal container technicians achieve this for each product requested?

- A. Create a work order line item and a product request line item.
- B. Create a product request and a product request line item.
- C. Create a product consumed and a product request line item.
- D. Create a shipment and a product request line item.

**Answer:** B

#### NEW QUESTION 406

Universal Containers wants Field Technicians to capture customer authorization via a signature through Salesforce mobile app.

What should a Consultant recommend?

- A. Create a Quick Action on the Service Appointment to launch a Visualforce signature page.
- B. Create an Approval Process from the Service Appointment for the customer's Authorization.
- C. Create a Checkbox on the Service Appointment that will capture the customer's Authorization.
- D. Create a custom text field to capture the customer's signature on Salesforce mobile app.

**Answer:** C

#### NEW QUESTION 408

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 413**

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