



Salesforce

Exam Questions Field-Service-Lightning-Consultant

Salesforce Certified Field Service Lightning Consultant (SP19)

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NEW QUESTION 1

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

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

Answer: B

NEW QUESTION 2

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

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 6

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

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

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

Answer: CD

NEW QUESTION 7

Universal 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

Universal Containers has negotiated two key SLAS: 1) initial response and 2) overall resolution of issues related to installed products. What combination of Salesforce features should a Consultant recommend to support this use case?

- A. Assets and Entitlements.
- B. Assets and Service Contracts.
- C. Accounts and Service Contracts.
- D. Accounts and Assets

Answer: A

NEW QUESTION 10

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 10

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

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

Answer: CD

NEW QUESTION 15

A service technician at Ursa Major Solar handles yearly maintenance checks. The job usually lasts 2 to 3 hours. Due to the lack of customer availability, many appointments are cancelled or need to be rescheduled at the last minute.

Which two features would be most helpful in aiding the dispatcher with updated schedules for technicians? Choose 2 answers

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

Answer: AB

NEW QUESTION 17

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

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

Answer: D

NEW QUESTION 20

universal 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 24

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 28

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

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

Answer: C

NEW QUESTION 33

Universal Containers wants to track Technicians' van stock using the Salesforce Field Service mobile app a ensure that Technicians report when parts are used. Which three data elements should a Consultant recommend tracking to support these requirements? Choose 3 answers

- A. Inventory
- B. Warehouse Locations
- C. Products Consumed
- D. Products Required
- E. Mobile Locations

Answer: CDE

NEW QUESTION 35

Universal Containers would like to enforce a 48-hour SLA to ensure that Technicians perform certain follow-up activities after they leave a customer site. The starting point of the SLA is when the Work Order Status is set to "Technician Wrap Up." The Technician is required to provide confirmation that wrap up is completed. Which three configurations should a Consultant implement to ensure this can be achieved? Choose 3 answers

- A. Create an Entitlement Process which has entry criteria for Status = Technician Wrap Up.
- B. Create a Milestone which has entry criteria for Status = Technician Wrap Up.
- C. Create custom fields to capture that the Wrap UP Activities have been completed.
- D. Create a Workflow to close the Milestone when the Wrap Up is complete.
- E. Create a Process Builder to close the Milestone when the Wrap Up is complete.

Answer: BCD

NEW QUESTION 40

Universal Containers Just started its Field Service Implementation and is configuring Service Territories and Locations. The Locations need to be associated to Territories.

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

- A. Add the Service Territory Location Related List on the Service Territory page layout.
- B. Add the Service Territory Location Related List on the Location page layout.
- C. Create the Service Territory Location as a Location lookup field.
- D. Create the Service Territory Location as a Service Territory lookup field.

Answer: AC

NEW QUESTION 43

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

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

Answer: D

NEW QUESTION 45

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 49

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 53

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 55

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

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

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

Answer: AD

NEW QUESTION 59

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 62

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 65

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

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

Answer: A

NEW QUESTION 70

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

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

Answer: A

NEW QUESTION 74

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 75

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 79

A technician needs to get replacement part for damaged inventory on them for an upcoming job.
To which object should the technician add a product request record?

- A. work types
- B. work order
- C. service appointment
- D. service report

Answer: B

NEW QUESTION 83

Universal containers just started its field service implementation and is configuring service territories and locations. Need to be associated to territories.
In which two ways should the consultant show this relationship? Choose 2 answers

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

Answer: AC

NEW QUESTION 88

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 91

The org-wide default sharing for a service appointment is set to be private
If service appointment is cancelled, which users will have visibility to record?

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

Answer: D

NEW QUESTION 95

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

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

Answer: A

NEW QUESTION 99

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 103

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

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

Answer: D

NEW QUESTION 104

Universal Containers wants to track the time a Service Resource spends on each step of more complex repair Jobs. This time could include travel, prep and on-site time.

How could the Service Resource's Time Sheet be configured to track the total time spent on each step?

- A. Relate the Time Sheet to the Service Appointment.
- B. Relate the Time Sheet Entries to the Work Order Line Item.
- C. Relate the Time Sheet Entries to the Service Appointment.
- D. Relate the Time Sheet to the Work Order Line Item.

Answer: B

NEW QUESTION 105

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 107

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 110

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 113

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

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

Answer: CD

NEW QUESTION 116

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 117

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 122

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 126

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

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

Answer: D

NEW QUESTION 129

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 130

An extreme weather 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 134

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

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

Answer: CD

NEW QUESTION 139

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

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

Answer: AD

NEW QUESTION 144

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 148

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

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

Answer: CD

NEW QUESTION 149

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 152

AW Computing uses a private record access model in the sales, support, and field service organizations. How should the system administrator ensure that the technicians have the appropriate access to the service appointments dispatched to them?

- A. Create a user territory for the technicians' primary and secondary territories.
- B. Create a process to change the owner of the service appointment to the assigned technician.
- C. Enable the sharing features in the Field Service settings in the Setup menu.
- D. Configure a sharing rule to share dispatched service appointments with the assigned resource.

Answer: A

NEW QUESTION 156

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 158

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 159

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

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

Answer: CD

NEW QUESTION 162

Universal Containers is looking to implement Entitlement Management to meet the following requirements:

- 1) Any employee from the customer account is eligible for support.
- 2) Specific purchased products are eligible for support.

What Objects should be set up for Entitlement Management?

- A. Accounts and Assets
- B. Contacts and Service Contracts
- C. Accounts and Service Contracts
- D. Contracts and Assets

Answer: C

NEW QUESTION 164

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 169

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 173

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

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

Answer: B

NEW QUESTION 175

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 177

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 181

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

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

Answer: A

NEW QUESTION 185

Universal container needs to verify that a repair job has been completed to the customer satisfaction before an invoice can be generated
Which two items should the consultant consider? Choose 2 answers

- A. Generate service in the organization's default language
- B. Send a feedback survey to the customer when a service appointment is completed
- C. Configure signature blocks for service report templates
- D. Add service reports templates to the appropriate repair work type

Answer: BC

NEW QUESTION 186

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 190

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 193

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 194

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

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

Answer: ACE

NEW QUESTION 197

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 Lines 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 202

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

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

Answer: B

NEW QUESTION 205

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

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

Answer: A

NEW QUESTION 207

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 212

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 215

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 218

Universal containers want to schedule delivery using field service lightning. Each delivery requires that an installation and safety inspection be performed by different technicians during the same visit. The safety inspection needs to be executed after the installation is completed. How should the Consultant use complex work to meet this requirement?

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

Answer: A

NEW QUESTION 221

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 222

universal containers want 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. Work order record types
- B. Entitlements
- C. Work types
- D. Entitlement templates

Answer: C

NEW QUESTION 224

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 227

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 232

Which Work Rule should a Salesforce Field Service Consultant use to assign Service Resources based on related object records?

- A. Required Resource
- B. Match Field
- C. Resource Availability
- D. Extended Match

Answer: D

NEW QUESTION 233

Universal Containers wants to provide a pro-formal invoice to their customer at the completion of a Work Order. Which three should a Consultant set up in order to achieve this requirement?

- A. Create Account-wide Discounts.
- B. Apply Promotion to the Work Order.
- C. Apply Price Book to the Work Order.
- D. AppCreate Products and Price Book Entries.
- E. Create Work Order Line Items with Products.

Answer: CDE

NEW QUESTION 236

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 237

Universal Containers wants the ability for their Field Technicians to log sales opportunities associated with their Work Orders. What configuration should a Consultant implement so Field Technicians can easily achieve this through the Field Service Mobile app?

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

Answer: C

NEW QUESTION 239

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 243

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

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

Answer: C

NEW QUESTION 248

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 251

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 255

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 259

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 264

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