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Vendor:Salesforce

Exam

Code:FIELD-SERVICE-LIGHTNING-CONSULTANT

Exam Name:Salesforce Certified Field Service
Lightning Consultant

Version:Demo

QUESTION 1

Universal container want to track technician van stock and consigned products.

How can this will be accomplished using the field service lightning standard object model?

- A. Service resources will track van stock. Location will track time and customer sites
- B. Location will track van stock. Account will track consigned products
- C. Service resources will track van stock. Products consumed will track item at customer's site
- D. Location will track van stock and items at customer's site

Correct Answer: B

QUESTION 2

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.

Correct Answer: D

QUESTION 3

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.

Correct Answer: B

QUESTION 4

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.

Correct Answer: B

QUESTION 5

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.

Correct Answer: AB

QUESTION 6

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

Correct Answer: CD

QUESTION 7

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.

Correct Answer: C

QUESTION 8

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

Correct Answer: C

QUESTION 9

Universal container wants to make to easier for its managers to monitor prevention maintenance work order using dispatcher console.

Which two filtering options should manager use to find the appropriate work order?

Choose 2 answers

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

Correct Answer: AD

QUESTION 10

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

Correct Answer: A

QUESTION 11

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

Correct Answer: BD

QUESTION 12

Universal container UC has 140 service resources who handle 2400 service appointment per day.

How should UC define the service territories to ensure the high quality of optimization and dispatcher experience?

- A. The service territories with fewer than 50 resource
- B. One service territory with four polygons
- C. Two service territories that split the service resource evenly
- D. Five service territories with fewer than 500 service appointment per day

Correct Answer: A