

Salesforce.Field-Service-Lightning-Consultant.v2023-03-24.q137

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NEW QUESTION: 1

The Dispatcher at Universal Containers would like to schedule Service Appointments from the Dispatcher's Console while taking the Scheduling Policy into consideration. Which three options are available to the Dispatcher? Choose 3 answers

- A. Select a Service Appointment from the list, press the "Change Status" action and "Dispatch."
- B. Select a Service Appointment from the list, press the "Edit" action and allocate the Resource.
- C. Select a Service Appointment from the list, press the "Candidates" action, and select the best time slot.
- D. Select a Service Appointment from the list and press the "Schedule" action.
- E. Select multiple Service Appointments from the list and bulk schedule them.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 2

Universal Containers's (UC) Technicians use the iOS Salesforce Field Service mobile app to track Service Appointments. UC requires some customers to sign their Service Reports when work is completed. The majority of UC's customers receive a Service Report without signature capture.

How should a Consultant configure Salesforce Field Service to support customer signatures?

- A. Generate a Service Report with a Signature Type.
- B. Install an AppExchange eSignature solution.
- C. Supply each Service Technician with a portable printer.
- D. Build a Flow on the Service Appointment record.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 3

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 4

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

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

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 5

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 6

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 7

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 Parts transfer functionality 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 Asset inventory functionality to view the truck stock and request transfer of stock.
- D.** Build a solution to utilize the Work Order reporting module to view the truck stock and request transfer of stock.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 8

Universal Containers is tracking customer issues in their call center. Sometimes this requires a technician to be on site at the Customer's location. What set of steps should a Consultant recommend to dispatch the technician?

- A.** Create Case, Create Service Appointment, Create Work Order, Dispatch Service Appointment.
- B.** Create Case, Create Work Order, Create Service Appointment, Dispatch Service Appointment.
- C.** Create Service Appointment, Create Work Order, Create Case, Dispatch Service Appointment.
- D.** Create Work Order, Create Case, Dispatch Work Order, Create Service Appointment.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 9

Universal Containers sells widgets with multiple components. Based on a problem reported by a customer, one or more of the components need to be replaced.

What should a Consultant recommend to accurately record the required work?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 10

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

- A.** Gantt
- B.** Color Palettes

- C. Gantt Map
- D. Appointment List

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 11

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

- A. match field
- B. resource availability
- C. required resources
- D. extended match

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 12

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 13

Universal Containers is concerned about the decrease in Asset Uptime metrics. Which two actions should a Consultant recommend?

- A. Integrate IoT data from their install base to detect asset issues.
- B. Review existing contracts for obsolete provisions and requirements.
- C. Launch a feedback survey to their install base and follow up on results.
- D. Establish a Preventative Maintenance program for their install base.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 14

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

Answer: ([SHOW ANSWER](#))

to assign the work

NEW QUESTION: 15

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 custom object records, each with its own child service appointment

C. Create a multiple service appointment, each with its own child task records

D. Create a multiple service appointment each with its own child work order line item

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 16

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. Salesforce1

B. Field Service mobile app

C. Salesforce Mobile

D. Salesforce Touch

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 17

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 Territory Assignment Policy to the Highest Level.
- B. Set the Polygon 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: ([SHOW ANSWER](#))

NEW QUESTION: 18

Dispatchers 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 Skills, Set up Skill Requirements, and Set up Resource Skills
- C. Define Work Types, Define Work Order Status, Set up Resource Skills
- D. Set up Skill Requirements, Define Work Types, Set up Routing Rules

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 19

Universal Containers is concerned about the decrease in Asset Uptime metrics. Which two actions should a Consultant recommend?

- A. Launch a feedback survey to their install base and follow up on results.
- B. Review existing contracts for obsolete provisions and requirements.
- C. Establish a Preventative Maintenance program for their install base.
- D. Integrate IoT data from their install base to detect asset issues.

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 20

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. Formula
- B. Number
- C. Text
- D. Barcode

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 21

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

Choose 3 answers

- A. Multiday work schedule only aerial routing.
- B. Aerial routing is used if a service appointment requires a travel distance of more than 200 kilometres

- 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: ([SHOW ANSWER](#))

NEW QUESTION: 22

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 Type. 2
- C. Add a new Product Consumed to the Work Order.
- D. Add a new Product Consumed to the Work Rule. Seer

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 23

A consultant has implemented user territories at Northern Trail Outfitters (NTO) in a private sharing model. A new Midwest Service Territory has been created.

Which two actions should NTO take to give the dispatcher access to all relevant Midwest records? Choose 2 answers

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 24

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

What should a Consultant recommend?

- A. Create an Approval Process from the Service Appointment for the customer's Authorization.
- B. Create aQuick Action on the Service Appointment to launch a Visualforce signature page.
- 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: ([SHOW ANSWER](#))

NEW QUESTION: 25

One of Universal Containers' customers reported that the Technician sent to their site left without cleaning up the work area afterward.

How can Universal Containers ensure that a different Technician is assigned all future work for that Customer?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 26

In the Dispatch Console, when viewing the Map, which three data elements can be presented to the Dispatcher? (Choose three)

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 27

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

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

Choose 2 answers

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 28

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

Where should the technician record this information?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 29

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 30

Northern Trail Outfitters wants to report on its Assets and reflect their attributes including hierarchical relationships.

How should the Consultant meet this requirement?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 31

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. Customer First
- B. Emergency Policy
- C. Soft Boundaries
- D. High Intensity

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 32

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 33

Universal Containers wants to track Technicians' van stock using the Salesforce Field Service mobile app to 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. Mobile Locations
- C. Products Required
- D. Warehouse Locations
- E. Products Consumed

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 34

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

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

Choose 2 answers

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 35

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

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 36

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. Enable the sharing features in the Field Service settings in the Setup menu.
- C. Configure a sharing rule to share dispatched service appointments with the assigned resource.
- D. Create a process to change the owner of the service appointment to the assigned technician.

Answer: ([SHOW ANSWER](#)**)**

NEW QUESTION: 37

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

Answer: ([SHOW ANSWER](#)**)**

NEW QUESTION: 38

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

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

Answer: ([SHOW ANSWER](#)**)**

NEW QUESTION: 39

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 related list to the account to allow creation of additional line items.
- B.** Create a Visualforce page to create Work Order Line items. Add a Visualforce page to the Work Order Layout.
- C.** Create a Quick Action to create a Work Order Line Item. Add a Quick Action to the Work Order Layout.
- D.** Add the Work Order Line Item related list to the Work Order page to allow creation of additional line items.

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 40

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

Answer: ([SHOW ANSWER](#)**)**

NEW QUESTION: 41

A Technician reports that the travel time calculated between appointments is often too short and causes Job delays throughout the day.

Which settings should the Consultant consider to improve travel time accuracy?

- A.** Minimum Grade, Default Operating Hours
- B.** Street Level Routing, Default Travel Speed
- C.** Estimated Travel Time, Minimize Travel
- D.** Travel Speed Unit, Actual Travel Time

Answer: ([SHOW ANSWER](#)**)**

NEW QUESTION: 42

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 a Same Start dependency.
- C.** Define a Start After Finish dependency.

D. Define Start After Finish and Same Day dependencies.

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 43

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

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

Answer: ([SHOW ANSWER](#)**)**

NEW QUESTION: 44

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

Answer: ([SHOW ANSWER](#)**)**

NEW QUESTION: 45

a customer makes one appointment for the sales department, and another appointment for the service department. The tow appointments should be handled on the same day, but should be created as separate appointments. In addition, the technician must complete one appointment before starting the next. The agent wants to make sure these tow appointments are scheduled together and in sequence.

Which three things should the consultant verify to ensure these requirements are simultaneous scheduling will occur?

Choose 3 answers

- A.** The dependency type is set to start after finish and day on the service appointment in the dependency.
- B.** The complex work visual force page is added to the service appointments page layout.
- C.** The checkbox uses all-or-none scheduling for related appointments in field service setting is selected.

- D. The same resource and same day fields appear on the service appointments page layout.
- E. A dependency has been created between the two appointment and the start time are the same.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 46

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

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 47

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 48

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 and skill requirements for install, break-fix, and inspection
- B. Work order custom fields to define install, break-fix, and inspection

- C. Work type line items for install, break-fix, and inspection
- D. Work order Business process for install, break-fix, and inspection

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 49

Universal Containers wants to ensure that only Field Technicians with a specialized certification are sent Work Orders of a specific type. In which two ways can a Consultant ensure the correct Resources are assigned to Work Orders? Choose 2 answers.

- A. Implement Work Types and Skill Assignments.
- B. Assign Skills and Skill Levels to Users.
- C. Implement Assignment Rules and Work Orders.
- D. Assign Skills and Skill Levels to Resources.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 50

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. Configure an Auto Dispatch Scheduled Job.
- C. Enable Drip feed Dispatch.
- D. Build a Workflow Rule.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 51

Universal Containers wants their Technicians to record an Asset Number using a barcode scanner when completing Work Orders.

What field type should be configured to capture this information?

- A. Barcode
- B. Date
- C. Formula
- D. Text

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 52

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

- A. Service Territory
- B. Service Territory Member

C. User Territory

D. Work Order

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 53

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 asset page and configure the product request object

B. Add the field history tracking related list to the assets page and configure the asset relationships object

C. Add the related asset related list to the asset page and configure the product request object

D. Add the related asset related list to the asset page and configure the asset relationships object

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 54

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 scheduling and mobile permission sets to the resource profile.

C. Create permission sets and assign the field service lightning mobile permission set to service resources.

D. Create permission sets and assign the field service lightning admin permission set to service resources.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 55

Universal containers (UC) wants to deploy knowledge to its field team.

How should UC ensure its technicians can access knowledge articles offline?

A. Create a custom Mobile App that syncs articles based on service appointment assignments.

B. Use work types to assign associated articles to work order.

C. Write a workflow that associates articles to work orders based on a picklist on the work order.

D. Use the salesforce Mobile App with deep linking to the field service lightning Mobile App.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 56

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 57

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 58

the dispatcher at universal containers wants to schedule service appointment from the dispatch console while taking the scheduling policy into consideration. Which three options are available to dispatchers?

- A. Select a service appointment from the list, use the "candidates" action, and select the best time slot
- B. Select the service appointment from the list, use the "change status" action and "dispatch"
- C. Select a service appointment from the list, use the "edit" action and allocate the Resources
- D. Select multiple service appointment from the list and bulk schedule them
- E. Select the service appointment from the list and the "schedule" action

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 59

Universal containers products need to be traceable from 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 a single serialized product.
- B. Create the products and the installation kits as unsterilized inventory.
- C. Create the products and the installation kits as serialized inventory.
- D. Create the products as serialized inventory and the installation kits as unsterilized inventory.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 60

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 61

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

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

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 62

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 63

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 64

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 65

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 66

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 two.)

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 67

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 68

Technician often need to generate reports in customer language
Which configuration should the consultant recommend to meet the requirements?

- A. Add the service report language field to the work order page layout
- B. Update the default language of the organization
- C. Update the language of the current user
- D. Add the language field to the contact page layouts

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 69

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 70

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 71

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 72

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 73

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

What should a Consultant recommend to achieve this requirement?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 74

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 Work Order Line Items with Products.
- B. Apply Promotion to the Work Order.

- C. Apply Price Book to the Work Order.
- D. AppCreate Products and Price Book Entries.
- E. Create Account-wide Discounts.

Answer: A,C,D ([LEAVE A REPLY](#))

NEW QUESTION: 75

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 76

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

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 77

At universal containers the service territory member's time zone is one hour behind the service territory time zone how should the consultant ensure proper scheduling and optimization for the member?

- A. Subtract one hour from the start and end times on the service territory.
- B. Add one hour to the start and end times on the service territory.
- C. Add one hour to the start and end times on the service territory member's operating hours.
- D. Change the time zone on the service territory member's user record to match the service territory's time zone.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 78

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: ([SHOW ANSWER](#))

NEW QUESTION: 79

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 for each Price Book and use Work Types to assign the Price Book to each Work Order Line Item.
- 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 for each Price Book and add Work Order Line Items to the appropriate Work Order based on its Price Book.
- D. Create one Work Order and add Work Order Line Items based on the Price Book selected on the Work Type.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 80

which two features on the dispatcher console should the consultant use to visualize rules violating service appointments?

Choose 2 answers

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 81

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 82

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 83

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 84

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

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 85

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

Answer: ([SHOW ANSWER](#)**)**

NEW QUESTION: 86

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

Answer: ([SHOW ANSWER](#)**)**

NEW QUESTION: 87

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

Answer: ([SHOW ANSWER](#)**)**

NEW QUESTION: 88

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

Any employee from the customer account is eligible for support. Specific purchased products are eligible for support. What Objects should be set up for Entitlement Management?

- A. Contracts and Assets

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 89

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. Add the Knowledge Lightning component to the Field Service mobile app.
- D. Update the Service Appointment page layout to include the Articles related list.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 90

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

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 91

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

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

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 92

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 service 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 user territory

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 93

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

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

Answer: ([SHOW ANSWER](#)**)**

NEW QUESTION: 94

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. Create a service appointment for each line item.
- B. Add each asset to a separate work order line item. Create a service appointment for the work orders.
- C. Add each asset to a separate child work order. Create a service appointment for the parent work order.
- D. Add each asset to a separate work order. Create a service appointment for each a. work order.

Answer: ([SHOW ANSWER](#)**)**

NEW QUESTION: 95

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. 25 contractors
75 contractors
25 contractors
- B. 100 contractors
100 contractors
- C. 25 contractors
100 contractors

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 96

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

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 97

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 98

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 the Status Transitions to the Technicians' Profile.
- C. Add new Status to the Service Appointment.
- D. Add new Status to the Work Order

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 99

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. Use the Resource Availability Rule.
- C. Create Resource Absences every day.
- D. Use appropriate Resource Operating Hours.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 100

Universal Containers has installed base equipment that requires specific expertise to install or decommission. Additionally, the effort can vary significantly based on equipment type. What solution should a Consultant recommend to efficiently manage installation and decommission work?

- A. Skill Requirements and Entitlements
- B. Validation Rules and Work Types
- C. Work Types and Skill Requirements
- D. Milestones and Service Appointments

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 101

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 102

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

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

Answer: C,D,E ([LEAVE A REPLY](#))

NEW QUESTION: 103

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 104

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 105

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 106

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 two.)

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

D. Use of Work Order Line Items that automatically inherit the hierarchy of Assets attached to Work Order.

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 107

The Dispatcher at Universal Containers would like to schedule Service Appointments from the Dispatcher's Console while taking the Scheduling Policy into consideration. Which three options are available to the Dispatcher? Choose 3 answers

- A. Select a Service Appointment from the list and press the "Schedule" action.
- B. Select a Service Appointment from the list, press the "Change Status" action and "Dispatch."
- C. Select a Service Appointment from the list, press the "Edit" action and allocate the Resource.
- D. Select a Service Appointment from the list, press the "Candidates" action, and select the best time slot.
- E. Select multiple Service Appointments from the list and bulk schedule them.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 108

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 109

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 110

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: ([SHOW ANSWER](#))

NEW QUESTION: 111

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

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 112

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 113

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 114

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 115

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 116

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 117

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 customer purchases so Work Orders can be assigned to a component?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 118

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 119

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 120

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. Mark the parent Work Order as "Cancelled."

B. 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. Mark the parent Work Order as "Closed"

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. Mark the parent Work Order as "Cannot Complete".

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 121

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

A. Service Objectives and Work Rules

B. Service Levels and Work Rules

C. Service Contracts and Service Levels.

D. Service Objectives and Work Types

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 122

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 create Absence once expired.

B. Add the Resource Skill as Time Phased.

C. Add the Resource Skill and track certification using reminder.

D. Add the Resource Skill and remove from the Service Territory once expired.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 123

Universal Containers is deploying Field Service Lightning in Europe, where pricing varies by country.

What Price Book structure is recommended?

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

Answer: ([SHOW ANSWER](#))

Explanation

NEW QUESTION: 124

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 125

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 126

Universal Containers wants to help their dispatchers determine the length of time a Work Order should last.

What should the Consultant implement to help achieve this goal?

- A. Work Orders with Operating Hours.

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 127

Universal Containers wants to ensure that Service Appointments are only assigned to Active Resources.

What configuration should a Consultant recommend for the Scheduling Policy?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 128

Universal Containers would like to engage Contractors and Customers directly in their Field Service Solution.

Which three options will provide read, write and edit access to Works Order objects? Choose 3 answers

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 129

Universal containers just started itsfield 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 onthe location page layout
- B. create the service territory location as a location lookup field.
- C. create the service territory location as a service territory lookupfield.
- D. add the service territory location related list on the service territory page layout

Answer: A,D ([LEAVE A REPLY](#))

NEW QUESTION: 130

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 131

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. Salesforce Touch
- B. Field service mobile app
- C. Salesforce mobile app
- D. Work Order records cannot be updated on a mobile device

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 132

Universal Containers has installed base equipment that requires specific expertise to install or decommission.

Additionally, the effort can vary significantly based on equipment type. What solution should a Consultant recommend to efficiently manage installation and decommission work?

- A. Skill Requirements and Entitlements
- B. Work Types and Skill Requirements
- C. Milestones and Service Appointments
- D. Validation Rules and Work Types

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 133

Universal Containers is tracking customer issues in their call center. Sometimes this requires a Technician to be on-site at the customer's location.

What set of steps should a Consultant recommend to dispatch the Technician?

- A. Create Service Appointment, Create Work Order, Create Case, Dispatch Service Appointment.
- B. Create Case, Create Work Order, Create Service Appointment, Dispatch Service Appointment.
- C. Create Case, Create Service Appointment, Create Work Order, Dispatch Service Appointment.
- D. Create Work Order, Create Case, Dispatch Work Order, Create Service Appointment.

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 134

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

Answer: A,B ([LEAVE A REPLY](#))

NEW QUESTION: 135

which two considerations impact the scheduled time frame of multi-day work?

Choose 2 answers

- A. Assigned resource
- B. Break duration
- C. Homebase travel
- D. Resource skill level

Answer: A,B ([LEAVE A REPLY](#))

NEW QUESTION: 136

Some Technicians report that they are unable to log in to the Salesforce Field Service mobile app. The Consultant confirmed that the Technicians have the Salesforce Field Service Resource License and Salesforce Field Service Resource Permissions assigned to them.

How should a Consultant provide access to the Salesforce Field Service mobile app?

- A. Modify the user record.
- B. Update Public Group membership.
- C. Modify the user's Profile.
- D. Assign a Field Service Mobile License to the user.

Answer: ([SHOW ANSWER](#)**)**

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NEW QUESTION: 137

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 calculate travel and breaks field service setting is disabled for the service resource availability work rule.
- C.** Most service appointment have the same priority
- D.** The scheduling policy is producing too many candidates that qualify for each service appointment

Answer: ([SHOW ANSWER](#))

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