

[Jul-2022 Field-Service-Lightning-Consultant Exam Dumps, Field-Service-Lightning-Consultant Practice Test Questions [Q64-Q85]



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NEW QUESTION 64

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

- * Both the primary assets and related assets related lists on the assets object
- * Only the primary assets related list on the assets object
- * Both the primary assets and related assets related lists on the work order object
- * Only the primary assets related list on the work order object

NEW QUESTION 65

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?

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

NEW QUESTION 66

the dispatcher at universal containers wants wants to schedule service

appointment from the dispatch console while taking the scheduling policy into consideration Which three options are available to dispatchers?

- * Select the service appointment from the list, user the 'change status' action and

'dispatch';

- * Select the service appointment from the list and the 'schedule' action
- * Select multiple service appointment from the list and bulk schedule them
- * Select a service appointment from the list, use the 'candidates' action, and select the best time slot
- * Select a service appointment from the list, use the 'edit' action and allocate the Resources

NEW QUESTION 67

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?

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

NEW QUESTION 68

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?

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

NEW QUESTION 69

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?

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

NEW QUESTION 70

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

- * The Maintenance Plan for the Account
- * The Due Date of the Service Appointment
- * The Time Slots for Appointment Booking
- * When Service Resources are available for work

NEW QUESTION 71

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

What Price Book structure is recommended?

- * Utilize a custom Price Book specific to each country.
- * Utilize the standard Price Book with pricing rules applied.
- * Utilize a custom Price Book with pricing rules applied.
- * Utilize a standard Price Book specific to each country.

NEW QUESTION 72

A Universal Containers's (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?

- * 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`;
- * Mark all Work Order Line Items as `Cannot complete`; including the incomplete Work Order Line Item; mark the parent Work Order as `In Progress`;
- * 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`;
- * 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`;

NEW QUESTION 73

Universal Containers has external resources who only report back once a Service Appointment has been completed. All Internal resources need to report incremental progress on Service Appointments. How should a Consultant recommend implementing statuses to support these different user groups?

- * Configure Status Transitions based on Resource Type.
- * Limit Status Transition based on Profile.
- * Allow Status Transitions based on Role.
- * Block Status Transitions using a Validation Rule.

NEW QUESTION 74

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?

- * Create Case, Create Service Appointment, Create Work Order, Dispatch Service Appointment.
- * Create Work Order, Create Case, Dispatch Work Order, Create Service Appointment.
- * Create Service Appointment, Create Work Order, Create Case, Dispatch Service Appointment.
- * Create Case, Create Work Order, Create Service Appointment, Dispatch Service Appointment.

NEW QUESTION 75

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

- * Soft Boundaries
- * Customer First
- * High Intensity
- * Emergency Policy

NEW QUESTION 76

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?

- * Update the Service Appointment Status field.
- * Update the Service Appointment field **In Jeopardy**;
- * Update the Service Appointment Chatter feed.
- * Reschedule the Service Appointment for later.

NEW QUESTION 77

Universal containers want to track the full lifecycle of an installed product, including when a swap is needed as part of a service order.

Which steps technicians follow to report that a substitute asset is installed?

- * Mark installed asset as **shipped**; create a new product; relate the product to the asset
- * Mark installed asset as **obsolete**;- create a new product; related the product to asset
- * Mark installed asset as **shipped**; create new assets; create a new asset of relationships type = **shipment**;
- * Mark installed asset as **obsolete**;- create a new product; create a new asset of relationships type = **replacement**;

NEW QUESTION 78

Universal Containers (UC) wants to deploy Knowledge to its field team.

How should UC ensure its Technicians can access Knowledge Articles offline?

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

NEW QUESTION 79

Universal Containers typically performs installs, break-fix, and inspections for all clients. The Service Manager wants to create a template for common work requests. What should a Consultant implement to assist the dispatch team?

- * Work Order Record Types for Break-fix, Install, and Inspection.
- * Work Type Line Items for Install, Break-fix, and Inspections.
- * Work Types and Skill Requirements for Install, Break-fix, and Inspections.
- * Work Order custom fields to define Install, Break-fix, and Inspections.

NEW QUESTION 80

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

- * Required Resource
- * Match Field
- * Resource Availability
- * Extended Match

NEW QUESTION 81

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?

- * Work type line items for install, break-fix, and inspection
- * Work order Business process for install, break-fix, and inspection
- * Work order custom fields to define install, break-fix, and inspection
- * Work type and skill requirements for install, break-fix, and inspection

NEW QUESTION 82

Each container consists of multiple parts that are tracked by Asset records. Universal Container's customers usually wait until several parts need service before requesting a Technician come on-site to save money on service charges.

How should a Consultant configure Salesforce Field Service to track the work performed?

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

NEW QUESTION 83

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?

- * work types
- * work order
- * service appointment
- * service report

NEW QUESTION 84

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?

- * FSL dispatcher license
- * FSL agent license
- * FSL admin license
- * FSL resource license

NEW QUESTION 85

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?

- * Create a Quick Action that will create a new Service Appointment record.
- * Create a Visualforce page that will create a new Work Order record.
- * Create a Quick Action that will create a new Work Order record.
- * Create a Visualforce page that will create a new Service Appointment record.

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