

# Salesforce

## Exam Questions Field-Service-Lightning-Consultant

Salesforce Certified Field Service Lightning Consultant (SP19)



#### NEW QUESTION 1

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

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

**Answer:** CD

#### NEW QUESTION 2

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

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

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

**Answer:** AB

#### NEW QUESTION 3

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

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

**Answer:** D

#### NEW QUESTION 4

Universal Containers is experiencing an issue where Technicians are repeatedly called back to a job that has been completed in the past. How should a Consultant recommend this information be tracked?

- A. Create a new Work Order and relate it to the previous Work Order.
- B. Create a new Work Order and relate it to the Customer.
- C. Update a field called "Repeat Call" on the initial Work Order.
- D. Create new Work Order Line Items under the initial Work Order.

**Answer:** A

#### NEW QUESTION 5

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?

- A. Both the primary assets and related assets related lists on the assets object
- B. Only the primary assets related list on the assets object
- C. Both the primary assets and related assets related lists on the work order object
- D. Only the primary assets related list on the work order object

**Answer:** B

#### NEW QUESTION 6

In the dispatch Console, when viewing the Map, which three data elements can be presented to the Dispatcher? Choose 3 answers

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

**Answer:** ABC

#### NEW QUESTION 7

Northern trail outfitters (N T O) wants to automatically dispatch a technician's next two service appointments after the technician completes their current service appointment. NTO wants to be consistent across all of the service territories and control the number of service appointments that are pushed to the technician. What automated processing should the consultant configure upon work order completion to dispatch the next two appointments?

- A. Create an apex trigger.
- B. Build a workflow rule.
- C. Configure an auto dispatch schedule job.
- D. Enable drip feed dispatch.

**Answer:** D

**NEW QUESTION 8**

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

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

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

**Answer:** BC

**NEW QUESTION 9**

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

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

**Answer:** CD

**NEW QUESTION 10**

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

**Answer:** A

**NEW QUESTION 10**

universal container (uc) is rolling out inventory management to better manage parts and inventory. UC wants to automatically associate certain parts and products to work orders on creations based on the work to be performed.

How should the Consultant meet this requirement?

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

**Answer:** B

**NEW QUESTION 15**

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

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

**Answer:** C

**NEW QUESTION 19**

Universal Containers (UC) has 140 service resources who handle 2,400 service appointments per day.

How should UC define Service Territories to ensure a high quality of optimization and dispatcher experience?

- A. Three Service Territories with fewer than 50 resources
- B. Two Service Territories that split the Service Resources evenly
- C. One Service Territory with four Polygons
- D. Five Service Territories with fewer than 500 Service Appointments per day

**Answer:** A

**NEW QUESTION 21**

Universal Containers (UC) normally focuses on minimizing travel. Weather can cause situations that require expedited on-site service. How should a Consultant recommend UC handle unplanned service during times of severe weather?

- A. Configure a new Service Level for immediate assignment.

- B. Postpone all lower-priority jobs and extend Due Dates.
- C. Manually flag Service Appointments as "In Jeopardy" due to weather.
- D. Configure Emergency Policy and use the Emergency Wizard.

**Answer:** D

#### **NEW QUESTION 25**

Which three objects are associated with the work type? Choose 3 answers

- A. Skills
- B. Products
- C. Article
- D. Service appointment
- E. Resource

**Answer:** ABC

#### **NEW QUESTION 29**

universal containers operates in a highly regulated industry technician must conduct quarterly inspections for all customers in their region each inspection should be completed within a single visit and include all installed assets on site

Which two maintenance plan settings should the consultant recommend? Choose 2 answers

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

**Answer:** BC

#### **NEW QUESTION 33**

when completing a work order in the field, the technician needs to capture two signatures to ensure compliance.

Which steps are needed to configure the signatures capture?

- A. create two service reports and add one signature block to each
- B. create relevant signature types and add signature blocks to the service report template.
- C. create a flow that adds two signature blocks when the service report is generated
- D. create two costume fields for the service appointment and use flows to capture each signature

**Answer:** B

#### **NEW QUESTION 38**

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

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

**Answer:** BCD

#### **NEW QUESTION 43**

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

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

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

**Answer:** AC

#### **NEW QUESTION 44**

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

What should the Consultant leverage to meet this requirement?

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

**Answer:** B

**NEW QUESTION 47**

Geolocation tracking is enabled for universal container's for technician but should apply to full time employees  
How can Geolocation tracking for contractors to be disabled?

- A. Add the exclude technician from Geolocation tracking permission to a permission set and assign it to a contractor
- B. Unchecked the collect service resources Geolocation history field in field service mobile settings
- C. Unchecked the geocoding field on the contractor's profile
- D. Set the Geolocation update frequency field to zero for contractors

**Answer: A**

**NEW QUESTION 49**

Universal Containers wants Technicians using the Salesforce Field Service mobile app to indicate when Service Appointments are at risk of late completion.  
What should a Consultant recommend to meet this requirement?

- A. Post to the Service Appointment Chatter feed.
- B. Change the Status field on the Service Appointment.
- C. Adjust the Scheduled End field on the Service Appointment.
- D. Update the In Jeopardy field on the Service Appointment.

**Answer: A**

**NEW QUESTION 52**

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

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

**Answer: B**

**NEW QUESTION 54**

Universal Containers wants to equip their field technicians with access to helpful information when they are in the field. What solution should a Consultant recommend to satisfy this requirement?

- A. Attachments on Cases.
- B. Knowledge Base on Cases.
- C. Custom Links on Work Orders.
- D. Knowledge Base on Work Orders.

**Answer: D**

**NEW QUESTION 57**

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

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

**Answer: D**

**NEW QUESTION 60**

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

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

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

**Answer: B**

**NEW QUESTION 63**

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

Answer: B

**NEW QUESTION 65**

Universal Containers (UC) wants to schedule Work Orders only if Technicians have the necessary qualifications to complete the designated work. In which two ways can UC achieve this?

Choose 2 answers

- A. Leverage the Match Skills Scheduling Policy when scheduling appointments.
- B. Create Skills that relate to qualifications from Setup and assign them to a Service Resource.
- C. Leverage the Match Skills Work Rule when scheduling appointments.
- D. Create Skills that relate to qualifications from the Skills tab and assign them to a Service Resource.

Answer: BC

**NEW QUESTION 68**

Universal containers has enabled field service lightning and wants to enable milestones for work orders. What should a consultant take into consideration?

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

Answer: D

**NEW QUESTION 71**

Universal Containers has a call center that responds to requests from customers and schedules time for Field Service Engineers (FSEs) to perform work on assets owned by the client. Call Center Agents are responsible for booking appointments.

Which permission set license should be assigned to the Call Center Agents?

- A. F5L Dispatcher License
- B. FSL Resource License
- C. FSL Admin License
- D. FSL Agent License

Answer: D

**NEW QUESTION 74**

Universal Containers wants Service Managers to quickly identify location and status changes in the lifecycle of a specific component in a customer's install base. What should a Consultant recommend to track the lifecycle?

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

Answer: B

**NEW QUESTION 76**

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

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

Answer: D

**NEW QUESTION 79**

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

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

Answer: D

**NEW QUESTION 84**

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

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

**Answer: D**

#### **NEW QUESTION 85**

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

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

**Answer: B**

#### **NEW QUESTION 87**

A Universal Containers' (UC) Technician is completing a service appointment, but is unable to finish one of the tasks defined on the Work Order Line Items because of insufficient Inventory. Assuming UC is using the standard Work Order and Line Item status picklist values, how should the work be recorded?

- A. Mark all completed Work Order Line Items as "Completed." Mark the incomplete Work Order Line Item as "Cannot Complete" and enter details in the Description field
- B. Mark the parent Work Order as "Cannot Complete".
- C. Mark all Work Order Line Items as "Cannot complete," including the incomplete Work Order Line Item; mark the parent Work Order as "In Progress."
- D. Mark all completed Work Order Line Items as "Completed." Mark the incomplete Work Order Line Item as "Cannot Complete" and enter details in the Description field
- E. Mark the parent Work Order as "Closed"
- F. Mark all completed Work Order Line Items as "Completed." Mark the incomplete Work Order Line Item as "Cannot Complete," and enter details in the Description field
- G. Mark the parent Work Order as "Cancelled."

**Answer: A**

#### **NEW QUESTION 90**

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. The Time Slots for Appointment Booking
- D. When Service Resources are available for work

**Answer: BC**

#### **NEW QUESTION 91**

Universal Containers is implementing Field Service Lightning and wants to make sure the dispatch team receives Work Orders with appropriate resource and timeframe requirements defined. What should a Consultant implement to achieve this requirement?

- A. Work Types, Skill Routing, Skill Requirements, Operating Hours
- B. Case process, Work Types, Entitlements, and Milestones
- C. Skill Requirements, Work Types, Case Process, Milestones
- D. Work Types, Skill Requirements, Entitlements, and Milestones

**Answer: A**

#### **NEW QUESTION 94**

Universal Containers UC wants to ensure that technicians enter required information only once when completing work orders on the field service lightning mobile app. The information entered by technicians need to also update the service appointment and the case that are associated to the work order.

What should consultant leverage to ensure the right data is captured from the field service lightning mobile app?

- A. Lightning component with required field to update the case, work order and service appointment
- B. Quick actions on cases, work orders and service appointment with required fields
- C. Quick action on the work order and flow to update the case and service appointment
- D. Process builder on case to update the service appointment and work order

**Answer: C**

#### **NEW QUESTION 96**

A customer support agent handles an in – bound case that requires a repair of an industrial oven at a busy restaurant. The work should be assigned to a repair technician in the area, even if the technician is currently working on another assignment. Which scheduling action should the consultant recommend to the customer support agent?

- A. Emergency
- B. Appointment booking

- C. Fill-in schedule
- D. Get candidates

**Answer:** A

**NEW QUESTION 101**

Dispatches at Universal Containers want to ensure the Resource being assigned to a Work Order has the correct training. What should a Consultant implement to accomplish this requirement?

- A. Set up Service Locations, Set up Location Skills, Define Work Types
- B. Define Work Types, Define Work Order Status, Set up Resource Skills
- C. Define Skills, Set up Skill Requirements, and Set up Resources Skills
- D. Set up Skill Requirements, Define Work Types, Set up Routing Rules.

**Answer:** C

**NEW QUESTION 105**

which two considerations impact the scheduled time frame of multi-day work? Choose 2 answers

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

**Answer:** AD

**NEW QUESTION 108**

A universal container customer is having issues with three containers at the customer's site. Each container is tracked as an asset on the customer's account Which two methods should Consultants recommend to ensure the service with each? container can be handled independently?

- A. Add each asset to a separate work order line item
- B. Create a service appointment for the work orders.
- C. Add each asset to a separate child work order
- D. Create a service appointment for the parent work order.
- E. Add each asset to a separate work order line item
- F. Create a service appointment for each line item.
- G. Add each asset to a separate work order
- H. Create a service appointment for each
- I. work order.

**Answer:** CD

**NEW QUESTION 110**

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

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

**Answer:** C

**NEW QUESTION 112**

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?

- A. Configure Status Transitions based on Resource Type.
- B. Limit Status Transition based on Profile.
- C. Allow Status Transitions based on Role.
- D. Block Status Transitions using a Validation Rule.

**Answer:** B

**NEW QUESTION 117**

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

**Answer:** A

**NEW QUESTION 119**

Universal Containers (UC) has enabled Salesforce Field Service 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 Salesforce Field Service Mobile Permission Set to Service Resources.
- B. Create Permission Sets and assign the Salesforce Field Service Admin Permission Set to Service Resources.
- C. Create Permission Sets and assign the Salesforce Field Service Scheduling and Mobile Permission Sets to the Resource profile.
- D. Create Permission Sets and assign the Salesforce Field Service Resource Permission Set and Scheduling license to each Technician.

**Answer: C**

#### NEW QUESTION 123

Optimization for the Midwest territory is set to automatically run each night for the next three days. The Dispatcher has noticed that the optimizer is leaving many Service Appointments unscheduled and has asked the Consultant to troubleshoot the issue. The Consultant notices that the Optimization Run Time per Service Appointment is set to Low in the Field Service Settings.

Which two conditions would make the Consultant consider setting the optimizer to High? Choose 2 answers

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

**Answer: BC**

#### NEW QUESTION 128

Universal Containers wants to reduce field service-related costs by cutting overtime

pay and fuel expenses for internal employees when scheduling all service appointments. Which two customizations should the consultant recommend to meet this requirement? Choose 2 answers

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

**Answer: AC**

#### NEW QUESTION 133

Universal Containers offers 2-hour versus 4-hour appointment booking windows for Gold versus Standard Customers. What should a Consultant recommend to offer appropriate appointment booking windows?

- A. Service Due Date
- B. Customer Working Hours
- C. Customer Entitlement
- D. Service Urgency

**Answer: C**

#### NEW QUESTION 134

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

**Answer: C**

#### NEW QUESTION 135

Universal Containers has Role-based Technicians and Managers who handle Service Appointments. Many times, Technicians arrive on-site but are unable to gain access to the customer's equipment. In this scenario, only the Manager has permission to cancel the Service Appointment. How should a Consultant recommend adhering to this business process?

- A. Assign Permission Sets that allow Status Transitions.
- B. Allow Status Transitions based on Role.
- C. Limit Status Transitions based on Profile.
- D. Configure Status Transitions based on Resource Type.

**Answer: C**

#### NEW QUESTION 140

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

Choose 2 answers

- A. Gantt
- B. Gantt Map

- C. Appointment List
- D. Color Palettes

**Answer:** AC

**NEW QUESTION 144**

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

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

**Answer:** AB

**NEW QUESTION 146**

Often, Technicians earn certifications that must be renewed periodically to ensure their skills remain up-to-date. How can these certifications be managed on the Resource?

- A. Add the Resource Skill and track certification using reminder.
- B. Add the Resource Skill and create Absence once expired.
- C. Add the Resource Skill as Time Phased.
- D. Add the Resource Skill and remove from the Service Territory once expired.

**Answer:** C

**NEW QUESTION 147**

each container consists of multiple parts that are tracked by assets records. Universal container customers usually wait until several parts need service before requesting the technician come on a site to save money on the service charges How should consultants configure the field service lightning to track the work performed?

- A. Create a work to type automatically create relevant line time for each asset
- B. Create a work order and work order line item for each asset being serviced
- C. Create a work order for all assets being serviced and work order line item for each product consumed
- D. Create a work order for each asset being serviced

**Answer:** B

**NEW QUESTION 150**

A dispatcher needs to reduce the backlog of service appointments in different territories and focus on Individual customer service. Which scheduling policy should the dispatcher use

- A. Customer first
- B. Emergency
- C. High intensity
- D. Soft boundaries

**Answer:** D

**NEW QUESTION 152**

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

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

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

Choose 2 answers

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

**Answer:** BC

**NEW QUESTION 156**

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 Work Order Line Item associated with the completed Work Order
- C. The Products Consumed section on the Work Order
- D. The Product Request Line Item associated with the Product

**Answer:** C

**NEW QUESTION 160**

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

**Answer: C**

**NEW QUESTION 164**

universal container want to dispatch group of service appointment to there technician the number of service appointment dispatched at the time varies among different services territories

Which two settings should a consultant enable to ensure the service appointments? are dispatched correctly?

- A. Set the number of services to drip feed on the service territories
- B. Set the service appointment to dispatch in the field service settings
- C. Enable sharing or dispatch service appointments
- D. Enable drip feed dispatching in field service settings

**Answer: AD**

**NEW QUESTION 169**

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