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
When customers call in for support at AW Computing, a case is always created. If the issue cannot be solved without dispatching a technician, a work order is created from the case. Milestones are currently being used on cases, and support operations would like to extend the use of milestones to the work orders. To meet this requirement, the system administrator added the milestone Lightning component to the work order Lightning record page. Technicians and managers are reporting that there are no milestones listed when viewing the record.
How should this issue be resolved?

A. Make sure the case entitlement record is being shared with the service resource.
B. Add work order milestones after the case milestones to the entitlement process.
C. Ensure the work order entitlement is related to the same process as the case entitlement.
D. Create a separate entitlement process associated to the work order object.

Answer: D

NEW QUESTION 3
which object can be used to share service appointments with service resource s in field service lightning?

A. Service territory member
B. Service territory
C. Work order
D. User territory

Answer: A

NEW QUESTION 4
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 "Edit" action and allocate the Resource.
B. Select a Service Appointment from the list and press the "Schedule" action.
C. Select multiple Service Appointments from the list and bulk schedule them.
D. Select a Service Appointment from the list, press the "Candidates" action, and select the best time slot.
E. Select a Service Appointment from the list, press the "Change Status" action and "Dispatch."

Answer: BCE

NEW QUESTION 5
Universal containers requires trained inspectors to make three site visits per year to inspect containers sites. These visits must be scheduled within 14 days of the inspection due date.
What are two ways s consultant can configure maintenance plans to meet the requirement? Choose 2 answer

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

Answer: CD

NEW QUESTION 6
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 7
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 8

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

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

Answer: D

NEW QUESTION 9

A Field Technician from Universal Containers arrived onsite for an appointment, and unfortunately the customer was not present. UC wants to ensure they can track these customer no-show events for future process improvement.
What process should a Consultant recommend to handle this situation?

A. Set the existing Service Appointment status to Cannot Complete; Create a new Service Appointment against the same Work Order for the follow-up trip.
B. Set the existing Service Appointment status to Complete; Create a new Work Order and Service Appointment for the follow-up trip.
C. Set the existing Service Appointment status to In Progress; Create a new Work Order and Service Appointment for the follow-up trip.
D. Set the existing Service Appointment status to Cannot Complete; Create a new Work Order Line Item for the follow-up trip.

Answer: A

NEW QUESTION 10

Universal Containers wants to identify which resources need more or fewer appointments. Which Gantt chart filter option should a Consultant recommend to provide this information?

A. Select Sort by Average Utilization on the Resources Tab.
B. Select Date Resolution on the Hours Tab.
C. Select Travel Time and Breaks as skills on the Skills Tab.
D. Select Hours, Absences and Overtime on the Utilization Tab.

Answer: A

NEW QUESTION 10

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 11

Universal containers want technicians to view work progress through the work order line-item card in the field service lightning mobile app.
Which configuration steps should a consultant take to meet this requirement?

A. add the work order line items related list of the work order page layout and assign the layout to the technician 's profile.
B. create a custom visual force page and add an external link in the field service lightning mobile app to view the page in the mobile browser.
C. create a custom lightning component that displays work order progress and deploy it to technicians through the field lightning mobile app.
D. create a report chart that summarizes work order line items and add a link to the service appointment layout.

Answer: A

NEW QUESTION 16

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 21

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 tow 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 24
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 27
Universal Containers wants their Technicians to record an Asset Number using a barcode scanner when completing Work Orders. What field types should be configured to capture this information?

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

Answer: C

NEW QUESTION 29
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. Create a new user territory associated with the Service Territory and dispatcher.
B. Configure and run the User Territory Sharing Job in Field Service Settings.
C. Assign a new user territory and add each of the assigned service resources.
D. Add the resources assigned to the Service Territory's Member related list.

Answer: AB

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

Answer: C

NEW QUESTION 32
Universal Containers (UC) wants to generate Work Orders from their Customer Service Cases. UC would like the Work Order to be linked to the Case and have the Customer Service Representative select a pre-defined template for the Work Order within the Service Console. Which two items should a Consultant recommend in order to achieve this? Choose 2 answers

A. Add the Work Order Quick Action on the Case.
B. Use Work Types to achieve pre-defined templates.
C. Add the Work Order Quick Action on the Account.
D. Use Record Types to achieve pre-defined templates.

Answer: AB

NEW QUESTION 34
Universal Containers wants to ensure that Service Appointments are only assigned to Resources who are Active. What configuration should a Consultant recommend for the Scheduling Policy?

A. Match Fields
B. Required Resource
C. Match Boolean
D. Preferred Resource

Answer: C

NEW QUESTION 37
Universal Containers wants to invoice its Customer for the parts used when performing repairs on installed Assets. What should a Consultant recommend to track the price of the parts consumed?

A. Use Opportunity Line Items and Price Books to track the price.
B. Use Products and Price Books to track the price.
C. Use Assets and Products to track the price.
D. Use a custom object to model the Work Order pricing and price.

Answer: C

NEW QUESTION 39
Universal Containers' Customers typically like to be served by the same Technician that completed the initial installation. How should a Consultant implement this rule?

A. Add all other Resources as Excluded Resources.
B. Add the Resource as a Required Resource.
C. Add the Resource as a Preferred Resource.
D. Add the Account as one of the Resource Skills.

Answer: C

NEW QUESTION 44
Universal Containers wants to reduce their mean-time-to-service. Which three Field Service processes should a Consultant recommend to accomplish this goal? Choose 3 answers.

A. Adjust Scheduling Policy
B. Knowledge Base
C. Customer Entitlements
D. Dispatching
E. Scheduling

Answer: ABD

NEW QUESTION 49
A Field Service Technician wants the ability to view a list of currently available parts on another Technician's truck. The Technician will then have ability to request the part(s) from the other Technician. What should a Consultant recommend to view and transfer parts between Technicians?

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

Answer: A

NEW QUESTION 50
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. Implement Assignment Rules and Work Orders.
C. Assign Skills and Skill Levels to Users.
D. Assign Skills and Skill Levels to Resources.

Answer: AD

NEW QUESTION 52
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 54
Which two features on the Dispatcher Console should the Consultant use to visualize Rule Violating Service Appointments? Choose 2 answers

A. Color Palettes
B. Gantt
C. Gantt Map

D. Appointment List

Answer: BD

NEW QUESTION 58
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 with Work Order Line Items.
B. Create Work Types with Products Consumed.
C. Create Work Types and Locations.
D. Create Work Types with Products Required.

Answer: D

NEW QUESTION 62
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 64
Universal container has enabled field service lightning and want to enable milestones for work order. What should a consultant take into consideration?

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

Answer: D

NEW QUESTION 69
Service appointments in a "cannot complete" status may indicate that an additional part or expert assistance is needed to complete the work. Universal containers defined that service appointments in a "cannot complete" status are unable to be rescheduled or unscheduled for history tracking purposes.
Which two items should the consultant recommend to meet the requirement? Choose 2 answers

A. Define "cannot complete" as a pinned status for auto-dispatch services.
B. Define "cannot complete" as a pinned status for scheduling and optimization services.
C. Ensure that status transitions are configured to prevent the update from "cannot complete" to "none'.
D. Ensure that status transition are configured to allow the status update from "cannot complete" to "scheduled".

Answer: BC

NEW QUESTION 70
Universal Containers (UC) wants to customize Service Reports provided to customers at sign-off. Which three options are available through configuration in Field Service Lightning?

A. Add additional page to End Section of report.
B. Add additional field to Address Section of report.
C. Add additional filed to General Section of report.
D. Add additional image to Detail Section of report.
E. Add additional dates in Date Section of report.

Answer: ACE

NEW QUESTION 71
Universal Containers wants to process mobile payments. How can this requirement be met?

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

Answer: D

NEW QUESTION 73
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 77
An extreme whether situation impacts both the volume of work and number of available resources at universal container
Which approach should a consultant recommend to realign available resources with? open work?

A. Resource Schedule optimization
B. Global optimization
C. Emergency scheduling
D. Customer first scheduling

Answer: C

NEW QUESTION 78
A customer wants to return a defective product instead of scheduling a Service Appointment. How should this product be tracked in Salesforce Field Service?

A. Create a Product Request and Product Request Line Item.
B. Create a Return Order and relate it to the Product.
C. Create a Work Order and Work Order Line Item.
D. Create a Return Order and Return Order Line Item.

Answer: D

NEW QUESTION 83
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?

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

Answer: C

NEW QUESTION 88
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 Line Item related list to the Work Order page to allow creation of additional lineitems.
B. Create a Quick Action to create a Work Order Line Ite
C. Add a Quick Action to the Work Order Layout.
D. Create a Visualforce page to create Work Order Line item
E. Add a Visualforce page to the Work Order Layout.
F. Add the Work Order related list to the account to allow creation of additional line items.

Answer: A

NEW QUESTION 92
Universal Containers occasionally needs to use two technicians to complete a job, however the technicians can be onsite at different
How should a consultant implement this process?

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

Answer: B

NEW QUESTION 94
Northern trail outfitters (NTO) asks its clients for feedback on every service visit. NTO wants to dispatch the appropriate technicians based on customer feedback.
What are two ways the consultant can meet this requirement?
Choose 2 answers

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

Answer: CD

NEW QUESTION 99

Universal Containers wants to offer customers a Maintenance Plan that provides 12 monthly checkups. The customer will call to schedule each visit.
How should a Consultant configure the Maintenance Plan to meet this requirement?

A. Set Frequency to 1 Month; Generation Timeframe of 12; check Auto-generate work orders.
B. Set Frequency to 1 Month; Generation Timeframe of 12; uncheck Auto-generate work orders.
C. Set Frequency to 1 Month; Generation Timeframe of 1; uncheck Auto-generate work orders.
D. Set Frequency to 1 Month; Generation Timeframe of 1; check Auto-generate work orders.

Answer: C

NEW QUESTION 103
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. Build a Workflow Rule.
C. Enable Drip feed Dispatch.
D. Configure an Auto Dispatch Scheduled Job.

Answer: C

NEW QUESTION 106
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 108
Service Appointments in a "Cannot Complete" status may indicate that an additional part or expert assistance is needed to complete the work. Universal Containers defined that Service Appointments in a "Cannot Complete" status are unable to be rescheduled or unscheduled for history tracking purposes. Which two items should the Consultant recommend to meet the requirement? Choose 2 answers

A. Ensure that Status Transitions are configured to allow the status update from "Cannot Complete" to "scheduled."
B. Ensure that Status Transitions are configured to prevent the update from "Cannot Complete" to "None."
C. Define "Cannot Complete" as a Pinned Status for Auto-Dispatch Services.
D. Define "Cannot Complete" as a Pinned Status for Scheduling and Optimization Services.

Answer: BD

NEW QUESTION 110
Universal Containers wants to ensure that Service Appointments are dispatched to Resources from the same Service Territory only. How can this be configured?

A. Include the Match Territory Work Rule in the Scheduling Policy.
B. Mark the Service Territory's Resources as Required on the Service Appointments.
C. Ensure the Resource's Address is in the same Match Territory as the Service Appointments.
D. Include the Resource Availability Work Rule in the Scheduling Policy.

Answer: A

NEW QUESTION 115
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 Schedules Jobs from the Field Service Admin app.
B. Enable Notifications in Field Service Settings.
C. Utilize Triggers to send emails to relevant users.
D. Enable Push Notifications in the Service Console app.

Answer: B

NEW QUESTION 120
Universal Containers is concerned about the decrease in Asset Uptime metrics. Which two actions should a Consultant recommend?

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

Answer: AD

NEW QUESTION 123
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 ite
B. Create a service appointment for the work orders.
C. Add each asset to a separate child work orde
D. Create a service appointment for the parent work order.
E. Add each asset to a separate work order line ite
F. Create a service appointment for each line items.
G. Add each asset to a separate work orde
H. Create a service appointment for each
I. work order.

Answer: CD

NEW QUESTION 128
universal container wants to make to easier for its managers to monitor prevention maintenance work order using dispatcher console
Which two filtering options should manager use to find the appropriate work order? Choose 2 answers

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

Answer: AD

NEW QUESTION 130
Universal Containers has enabled Field Service Lightning and is looking to enable Entitlements for Work Orders. What should a Consultant take into consideration?

A. Managing page layouts and milestone trackers can be done in salesforce1.
B. Creating Entitlements for Cases and Work Orders must be separated.
C. Managing page layouts and validation rules can be done in Salesforce Lightning.
D. Creating Entitlements for Work Orders requires Lightning to be enabled.

Answer: B

NEW QUESTION 134
Universal container UC has 140 service resources who handle 2400 service appointment per day
How should UC define the service territories to ensure the high quality of optimization and dispatcher experience?

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

Answer: A

NEW QUESTION 138
universal containers has identified a business process in which a customer support agent reviews an existing work order and needs to associate an additional part to the order for the technician to successfully complete the job.
How should a consultant support this process?

A. Add a new product required to the work order.
B. Add a new product consumed to the work order.
C. Add a new product required to the work type.
D. Add a new product consumed to the work rule.

Answer: C

NEW QUESTION 141
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 142
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. Work Types, Resource Availabilities, and Operating Hours
B. Service Territories, Resource Capacity, and Business Hours
C. Service Territories, Operating Hours, and Resource Absences
D. Skills, Operating Hours, Time Slots, and Holidays.

Answer: C

NEW QUESTION 146
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 150
Northern Trail Outfitters has hired a contractor to help with service calls on an as-needed basis. The contractor should be limited to travel a maximum of 50 minutes from home.
Which action should a consultant recommend?

A. Link rules to Relevance Groups.
B. Assign a high efficiency score.
C. Check 'Keep These Appointments Scheduled'.
D. Include a Match Fields work rule.

Answer: B

NEW QUESTION 155
A Field Service Technician wants to view a list of parts consumed during a given time period. The Technician will then use the data to replenish inventory on the truck. Which three steps should a Consultant recommend to track the number of parts consumed? Choose 3 answers.

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

Answer: ACE

NEW QUESTION 158
Universal Containers' (UC) Technicians are required to record actual work duration against baseline estimates at the Work Order Line Item Level for certain tasks. How can this be supported using standard fields and features?

A. Create Work Types for all tasks requiring an estimated versus baseline valu
B. Train Service Technicians to select the appropriate Work Type, and then update the "Duration" field on the Work Order Line Item.
C. Train Dispatchers to update the "Duration" field when Work Orders are create
D. Train Service Technicians to select the appropriate Work Type, and then update the "Duration" field on the Work Order Line Item.
E. Create Knowledge Articles with the baseline durations for each Produc
F. Train Service Technicians to associate the appropriate Knowledge Article, and then update the "Duration" field on the Work Order Line Item.
G. Create Work Types for all tasks requiring an estimated versus baseline valu
H. Train Service Technicians to select the appropriate Work Type, and then update the "Duration" field on the Work Order.

Answer: D

NEW QUESTION 161
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?

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

Answer: BCD

NEW QUESTION 163
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 168
Universal containers wants to dispatch emergency work identified throughout the day that needs to completed before lower-priority work.
What should the consultant recommend to meet this requirement?

A. Create a custom Gantt action to call an apex class to reschedule appointments.
B. Write a batch apex class to unscheduled low priority work orders.
C. Define a global optimization job to run hourly.
D. Apply the reshuffle action within the Gantt.

Answer: D

NEW QUESTION 171
universal containers want to track the time a service resource spends on each step of a more complex repair job. This time could include travel, prep and on site time
How could a service resource's timesheet be configured to track the total time spent? on each step?

A. Relate the timesheet entries to the work order line time
B. Relate the timesheet entries to the service appointment
C. Relate the time sheet to the service appointment
D. Relate the time sheet to the work order line item

Answer: A

NEW QUESTION 173
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. Quantity and unit of measure are required when adding a required product
B. Validation rule and triggers created on work order and work order line-item objects are automatically recreated for work
C. Required product must be added to both work order and all work order line items
D. Work type can be configured to include required products on the work order and work order line item

Answer: BD

NEW QUESTION 177
Universal container provides multiple service types (i.e installation, maintenance, Break/fix). Each service requires a variety of skills and certification for resources to excel.
Which two configurations should a consultant implement to meet the requirements?

A. Use work type with required skills
B. Assign the appropriate skill to resource
C. Select the relevant work type for each resource
D. Create a multiple work order line per service

Answer: AB

NEW QUESTION 178
Universal containers want to schedule delivery using field service lightning. Each delivery requires that an installation and safety inspection be performed by different technicians during the same visit. The safety inspection needs to be executed after the installation is completed
How should the Consultant use complex work to meet this requirement?

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

Answer: A

NEW QUESTION 179
Containers wants to offer their Field Technicians a more limited view of Work Orders and Service Appointments in the Field Service mobile app compared to their Dispatchers. What should a Consultant recommend so the Field Technician sees only the necessary fields?

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

Answer: A

NEW QUESTION 181
in which two scenarios should a consultant recommend multi day service appointment? Choose 2 answers

A. Jobs can take longer than the available resources hours in a day.
B. jobs need to be performed at the same site on the same day of the week.
C. jobs require multiple stages of work performed by different resources.
D. jobs require consecutive days of work and can span over weekends.

Answer: AD

NEW QUESTION 184
which two features on the dispatcher console should the consultant use to visualize rules violating service appointments?
Choose 2 answers

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

Answer: AC

NEW QUESTION 189
Service resources at universal container UC frequently work in more than one service territory the current scheduling policy looks only at primary territory while us still want to optimizer to use the service resource primary when scheduling, UC also wants the scheduling policy to look at the resources secondary services territory Which two scheduling policy changes should a consultant recommend?
Choose 2 answers

A. Includes the match territory work rule
B. Remove the match territory work rule
C. Select working location enable primary on the working territories work rule
D. Deselect working location primary on the working territories work rule

Answer: BC

NEW QUESTION 194
universal containers want to standardize creation of work orders. Historically, work orders have been set up with the incorrect skills and estimated time to completion.
What should a consultant utilize to meet this requirement?

A. Work order record types
B. Entitlements
C. Work types
D. Entitlement templates

Answer: C

NEW QUESTION 199
Universal Containers provides 24/7 service support to its customers. However, their Field Service Technicians have specified working hours. Which two items should the Consultant create? Choose 2 answers.

A. Create operating hours for the Service Appointment.
B. Create operating hours for the Service Resource.
C. Create operating hours for the Optimization Engine.
D. Create operating hours for the Service Territory.

Answer: BD

NEW QUESTION 203
Universal Containers wants to dispatch groups of Service Appointments to their Technicians. The number of Service Appointments dispatched at a time varies among different Service Territories.
Which two settings should a Consultant enable to ensure Service Appointments are dispatched correctly? Choose 2 answers

A. Set the Service Appointment to Dispatch in Field Service Settings.
B. Enable Drip Feed Dispatching in Field Service Settings.
C. Set the Number of Services to Drip Feed on the Service Territory.
D. Enable Sharing of Dispatched Service Appointments.

Answer: BC

NEW QUESTION 205
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. Service Appointments and Service Appointment Line Items
B. Work Orders with Products Consumed
C. Work Orders with Work Order Line Items
D. Work Orders with Service Appointments

Answer: C

NEW QUESTION 207
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 agent license
C. FSL admin license
D. FSL resource license

Answer: B

NEW QUESTION 210
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