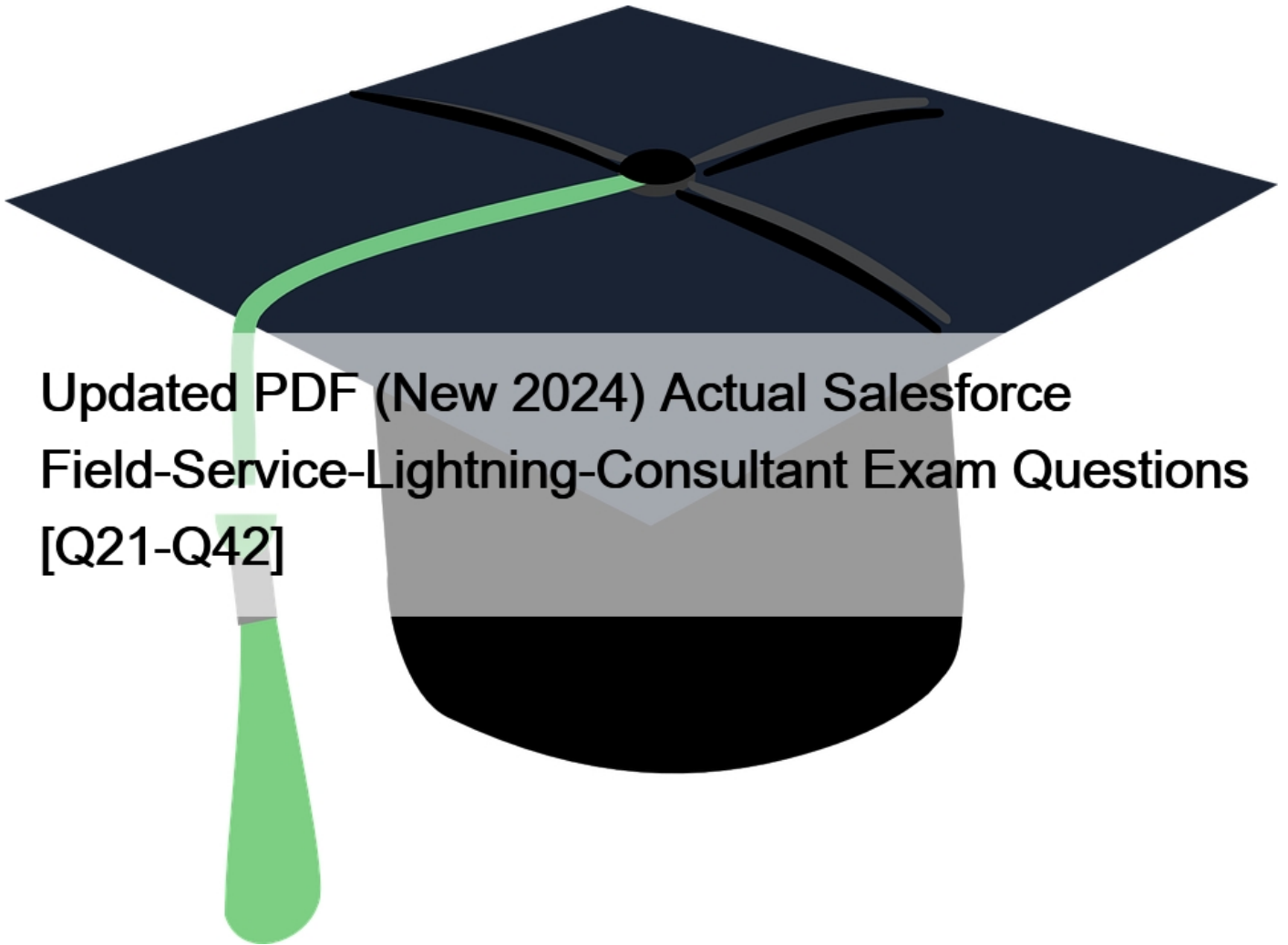


Updated PDF (New 2024) Actual Salesforce Field-Service-Lightning-Consultant Exam Questions [Q21-Q42]



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Q21. which configuration can universal containers use to brand the field service lightning mobile app?

- * Company colours
- * Company address
- * Company style sheets
- * Company logo

Q22. 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?

- * Create an apex trigger.
- * Build a workflow rule.
- * Configure an auto dispatch schedule job.
- * Enable drip feed dispatch.

Q23. 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?

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

Q24. 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.

- * Create operating hours for the Service Appointment.
- * Create operating hours for the Service Resource.
- * Create operating hours for the Optimization Engine.
- * Create operating hours for the Service Territory.

Q25. 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?

- * Barcode
- * Formula
- * Text
- * Number

Q26. 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?

- * Validation Rules and Work Types
- * Work Types and Skill Requirements
- * Milestones and Service Appointments
- * Skill Requirements and Entitlements

Q27. 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

- * Define `cannot complete` as a pinned status for auto-dispatch services.
- * Define `cannot complete` as a pinned status for scheduling and optimization services.
- * Ensure that status transitions are configured to prevent the update from `cannot complete` to `none`;
- * Ensure that status transition are configured to allow the status update from `cannot complete` to `scheduled`;

Q28. 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?

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

Q29. 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?

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

Q30. Universal Containers wants to track Technicians' van stock using the Salesforce Field Service mobile app a ensure that Technicians report when parts are used.

Which three data elements should a Consultant recommend tracking to support these requirements?

Choose 3 answers

- * Inventory
- * Warehouse Locations
- * Products Consumed
- * Products Required
- * Mobile Locations

Q31. Upon arrival for the service appointment, technician report a team of people is required to resolve the issue How can the dispatcher ensure the required resources are assign to the issue?

- * Create a new work order and assign a crew
- * Create a new service appointment and assign to crew
- * Assign the existing service appointment to the crew
- * Assign the existing work order to crew

Q32. 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?

- * Work Order Line Items
- * Service Contract
- * Work Order
- * Account

Q33. Universal Containers 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?

- * Set Up Milestones, Create Entitlement records, Set Up Entitlement Process for Work Orders.
- * Set Up Entitlement Process for Work Orders, Set Up Milestones, Create Entitlement records.
- * Create Entitlement records, Set Up Entitlement Process for Wok Orders, Set Up Milestones.
- * Set Up Milestones, Set Up Entitlement Process for Wok Orders, Create Entitlement records.

Q34. Universal containers (UC) wants to deploy knowledge to its field team.

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

- * Use the salesforce Mobile App with deep linking to the field service lightning Mobile App.
- * Use work types to assign associated articles to work order.
- * Create a custom Mobile App that syncs articles based on service appointment assignments.
- * Write a workflow that associates articles to work orders based on a picklist on the work order.

Q35. Universal Containers wants to track the total associated price when servicing Work Orders for Customers.

Which two of the following should a Consultant recommend? (Choose two.)

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

Q36. 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?

- * Create a user territory for the technicians' primary and secondary territories.
- * Create a process to change the owner of the service appointment to the assigned technician.
- * Enable the sharing features in the Field Service settings in the Setup menu.
- * Configure a sharing rule to share dispatched service appointments with the assigned resource.

Q37. universal containers want to limit their technicians view of work orders and appointment in the field service lightning mobile app What should a consultant recommend to control their technicians?

- * field sets
- * page layouts
- * mini page layouts
- * visual force page

Q38. 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.

Q39. universal containers need to send the technician into the field to service containers. It takes two technicians with specialized skill to complete the work at same time How should the consultant make this requirement?

- * Create a work rule with two required skills
- * Create a two-service crew
- * Create a crew with two technicians
- * Create two service appointment

Q40. Universal Containers (UC) wants to track the full lifecycle of their Cases. UC defines a Case as resolved when all interactions with the customer are complete. How can a Consultant ensure that Cases are closed when all Work Orders associated to the Case are

complete?

- * Use Workflow to close the Case when all Work Orders are closed.
- * Use Process Builder to close the Case when all Work Orders are closed.
- * Use Workflow to close the Case when the Work Order is dispatched.
- * Use Process Builder to close the Case when the Work Order is created.

Q41. Northern Trail Outfitters (NTO) wants to improve customer satisfaction by setting expectations around upcoming appointments.

When designing the Customer Service Representative's user interface, in most cases, which two fields should be shared with the customer about an upcoming appointment?

Choose 2 answers

- * Scheduled End
- * Arrival Window Start
- * Scheduled Start
- * Arrival Window End

Q42. Universal container has enabled field service lightning and want to enable milestones for work order.

What should a consultant take into consideration?

- * Creating milestones for work orders requires an entitlement for case
- * Creating milestones trackers requires a custom lightning component
- * Creating entitlements for work orders requires a custom lightning component
- * Creating entitlement for class and work order must be separated

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