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Salesforce Field-Service-Lightning-Consultant

Version Demo

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QUESTION NO: 1

Which two objects are required when configuring an optimization job? (Choose two.)

A. Work Type

B. Service Territory

C. Polygons

D. Scheduling Policy

ANSWER: B D

QUESTION NO: 2

Universal Containers's Technicians have 12 mandatory company holidays each calendar year. Technicians need to view all of their absence records at once.

Which two applications should a Consultant recommend to meet this requirement? (Choose two.)

A. Field Service Lightning mobile application

B. Salesforce browser-based application

C. Salesforce mobile application

D. Custom mobile application

ANSWER: A B

QUESTION NO: 3

A Client Service Representative (CSR) receives a call from a customer on Saturday. The CSR determines that the customer is covered, but the coverage is about to expire. Which two upsell activities should the CSR consider? (Choose two.)

A. Open a Case and send email with new Service offerings.

B. Open a Case and inform Customer of weekend service pricing.

C. Open a Case and a renewal Opportunity for the Sales team.

D. Open a Case and create a Work Order for the Dispatch Team.

QUESTION NO: 4

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 two.)

A. Ensure that Status Transitions are configured to allow the status update from "Cannot Complete" to "Scheduled".

B. Define "Cannot Complete" as a Pinned Status for Auto-Dispatch Services.

C. Define "Cannot Complete" as a Pinned Status for Scheduling and Optimization Services.

D. Ensure that Status Transitions are configured to prevent the update from "Cannot Complete" to "None".

ANSWER: B C

QUESTION NO: 5

Universal Containers needs to implement a way to track all internal and external work associated with an inbound contact center request.

How should a Consultant recommend tracking the work?

A. Cases and Work Orders

B. Parent/Child Work Orders

C. Work Orders only

D. Cases Only

ANSWER: A

QUESTION NO: 6

A Dispatcher notices that the Crew assigned to a Service Appointment is missing a skill requirement for the appointment.

How can the Dispatcher update the Service Crew to meet those requirements?

A. Edit the Service Appointment and add a new Service Resource.

B. Use the Crew Management tool to add Service Resources to the Crew.

C. Create a new Service Appointment with a different Crew.

D. Update the Service Crew on the Service Appointment's Work Type.

ANSWER: B

QUESTION NO: 7

Universal Containers has implemented a Knowledge solution for Agents to provide Field Technicians using the FSL mobile app with information necessary to complete assigned work. Which two capabilities will now be available? (Choose two.)

A. View attached Articles offline.

B. Attach Knowledge Articles to Work Order only.

C. Attach Articles to Work Orders and Work Order Line Items.

D. Include Quick Actions and Global Actions in Attached Articles.

ANSWER: A C

QUESTION NO: 8

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 Work Order Line Items as "Cannot Complete," including the incomplete Work Order Line Item; mark the parent Work Order as "In Progress."

B. Mark all completed Work Order Line Items as "Completed." Mark the incomplete Work Order Line Item as "Cannot Complete," and enter details in the Description field. Mark the parent Work Order as "Cancelled."

C. 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."

D. Mark all completed Work Order Line Items as "Completed." Mark the incomplete Work Order Line Item as "Cannot Complete" and enter details in the Description field. Mark the parent Work Order as "Cannot Complete."

ANSWER: D

QUESTION NO: 9

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.

Who 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

QUESTION NO: 10

Universal Containers would like to report on the volume of products installed within a specific timeframe.

What solution will help meet the customer's requirement?

A. Utilize a Work Order related list on Asset.

B. Utilize a custom "Installation Date" field on Asset.

C. Utilize Field History Tracking on Asset.

D. Utilize the standard "Installation Date" field on Asset.

ANSWER: D