

# Salesforce.Field-Service-Lightning-Consultant.v2022-08-19.q96

<b>Exam Code:</b>	Field-Service-Lightning-Consultant
<b>Exam Name:</b>	Salesforce Certified Field Service Lightning Consultant
<b>Certification Provider:</b>	Salesforce
<b>Free Question Number:</b>	96
<b>Version:</b>	v2022-08-19
<b># of views:</b>	2545
<b># of Questions views:</b>	960
<a href="https://www.freepdfdumps.com/Salesforce.Field-Service-Lightning-Consultant.v2022-08-19.q96.html">https://www.freepdfdumps.com/Salesforce.Field-Service-Lightning-Consultant.v2022-08-19.q96.html</a>	

## NEW QUESTION: 1

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, press the "Candidates" action, and select the best time slot.
- C. Select a Service Appointment from the list and press the "Schedule" action.
- D. Select a Service Appointment from the list, press the "Change Status" action and "Dispatch."
- E. Select multiple Service Appointments from the list and bulk schedule them.

**Answer: C,D,E (LEAVE A REPLY)**

## NEW QUESTION: 2

universal containers wants to report on the volume of products installed within a specific timeframe.

Which solution should the consultant utilize to meet the requirement?

- A. A work order related list on asset
- B. Field history tracking on asset
- C. A custom installation date field on productsconsumed
- D. The standard installation date field on asset

**Answer: C (LEAVE A REPLY)**

## NEW QUESTION: 3

Universal Containers performs service on field assets that require a sequence of work tasks. A Consultant has recommended Work Order Line Items to manage the tasks and assets/parts necessary to manage the work. Which two of the following must be considered as part of this solution to ensure Work Orders are properly completed? Choose 2 answers

- A. Use of Standard Reports to view Parent and Root Work Order Lines Items within Work Orders by Customer.
  - B. Use of Work Order Line Items to link to a specific Asset within the Asset Hierarchy that represents the BoM.
  - C. Use of Work Order Line Items that automatically inherit the hierarchy of Assets attached to Work Order.
  - D. Use of a parent-child Work Order Line Item to create a Work Order Line Item hierarchy.
- Answer:** ([SHOW ANSWER](#))

#### **NEW QUESTION: 4**

At universal containers the service territory member's time zone is one hour behind the service territory time zone how should the consultant ensure proper scheduling and optimization for the member?

- A. Add one hour to the start and end times on the service territory.
- B. Subtract one hour from the start and end times on the service territory.
- C. Change the time zone on the service territory member's user record to match the service territory's time zone.
- D. Add one hour to the start and end times on the service territory member's operating hours.

**Answer:** ([SHOW ANSWER](#))

#### **NEW QUESTION: 5**

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

**Answer:** ([SHOW ANSWER](#))

#### **NEW QUESTION: 6**

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

- A. Arrival Window End
- B. Scheduled End
- C. Arrival Window Start
- D. Scheduled Start

**Answer:** ([SHOW ANSWER](#))

#### **NEW QUESTION: 7**

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. Train Dispatchers to update the "Duration" field when Work Orders are created. Train Service Technicians to select the appropriate Work Type, and then update the "Duration" field on the Work Order Line Item.
- B. Create Work Types for all tasks requiring an estimated versus baseline value. Train Service Technicians to select the appropriate Work Type, and then update the "Duration" field on the Work Order.
- C. Create Work Types for all tasks requiring an estimated versus baseline value. Train Service Technicians to select the appropriate Work Type, and then update the "Duration" field on the Work Order Line Item.
- D. Create Knowledge Articles with the baseline durations for each Product. Train Service Technicians to associate the appropriate Knowledge Article, and then update the "Duration" field on the Work Order Line Item.

**Answer:** B ([LEAVE A REPLY](#))

#### **NEW QUESTION: 8**

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

Choose 2 answers

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

**Answer:** ([SHOW ANSWER](#))

#### **NEW QUESTION: 9**

Universal container needs to verify that a repair job has been completed to the customer satisfaction before an invoice can be generated Which two items should the consultant consider?

Choose 2 answers

- A. Send a feedback survey to the customer when a service appointment is completed
- B. Configure signature blocks for service report templates
- C. Add service reports templates to the appropriate repair work type
- D. Generate service in the organization's default language

**Answer: A,B ([LEAVE A REPLY](#))**

#### **NEW QUESTION: 10**

Universal Containers provides multiple service types (i.e, Installation, Maintenance, Break/Fix, etc). Each Service requires a variety of skills and certifications in order for a resource to excel. Which two configurations should a Consultant implement to meet this requirement? Choose 2 answers

- A. Create Multiple Work Orders Line Items per service.
- B. Use Work Types with required Skills.
- C. Select the relevant Work Types for each Resource.
- D. Assign the appropriate Skills to Resources.

**Answer: B,D ([LEAVE A REPLY](#))**

#### **NEW QUESTION: 11**

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: ([SHOW ANSWER](#))**

#### **NEW QUESTION: 12**

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 ([LEAVE A REPLY](#))**

#### **NEW QUESTION: 13**

Which two configurations can companies add to brand the Field Service mobile app?

- A. Company Colors
- B. Company style sheets

- C. Company logo
- D. Company address

**Answer: A (LEAVE A REPLY)**

**NEW QUESTION: 14**

universal container UC want to track the asset lifecycle when equipment has been snapped out What should a consultant recommend to meet this requirement?

- A. Add the field history tracking related list to the assets page and configure the asset relationships object
- B. Add the field history tracking related list to the asset page and configure the product request object
- C. Add the related asset related list to the asset page and configure the product request object
- D. Add the related asset related list to the asset page and configure the asset relationships object

**Answer: D (LEAVE A REPLY)**

**NEW QUESTION: 15**

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

**Answer: B (LEAVE A REPLY)**

**NEW QUESTION: 16**

Universal Containers (UC) 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?

- A. Set Up entitlements Process for Work Orders, Set Up Milestones, Create Entitlement records.
- B. Set UP Milestones, Create Entitlement records, Set Up Entitlements Process for Work Orders.
- C. Set Up Milestones, Set Up Entitlements Process for Work Orders, Create Entitlement records.

D. Create Entitlement records, Set Up Entitlements Process for Work Orders, Set Up Milestones.

**Answer: C (LEAVE A REPLY)**

**Valid Field-Service-Lightning-Consultant Dumps** shared by Actual4test.com for Helping Passing Field-Service-Lightning-Consultant Exam! Actual4test.com now offer the **newest Field-Service-Lightning-Consultant exam dumps**, the Actual4test.com Field-Service-Lightning-Consultant exam **questions have been updated** and **answers have been corrected** get the **newest** Actual4test.com Field-Service-Lightning-Consultant dumps with Test Engine here: [https://www.actual4test.com/Field-Service-Lightning-Consultant\\_examcollection.html](https://www.actual4test.com/Field-Service-Lightning-Consultant_examcollection.html) (303 Q&As Dumps, **30%OFF Special Discount: Freepdfdumps**)

#### **NEW QUESTION: 17**

Universal Containers wants their Technicians to capture potential up-sell opportunities identified during site visits that will then be addressed by the inside sales team. What Configuration will support this requirement?

- A. Create a Web-to-Lead page that submits to the inside sales team. Add a link to the Case Page Layout.
- B. Create a Service Appointment Quick Action to create a Lead record and add it to the appropriate page layout.
- C. Configure a Flow against Cases that auto-creates leads and assigns them to the inside sales team Queue.
- D. Create a Public Group for the inside sales team, and share Work Orders to the group via Sharing Rules.

**Answer: C (LEAVE A REPLY)**

#### **NEW QUESTION: 18**

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?

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

**Answer: D (LEAVE A REPLY)**

#### **NEW QUESTION: 19**

Universal containers wants to assign service appointments based on the polygon of the child service Territory in the hierarchy.

How should a consultant assign service appointments to the polygon?

- A. Set the polygon assignment policy to the highest level.
- B. Set the polygon assignment policy to the lowest level.
- C. Set the territory assignment policy to the lowest level.
- D. Set the territory assignment policy to the highest level.

**Answer: C (LEAVE A REPLY)**

#### **NEW QUESTION: 20**

Universal container want technician using the field service lightning mobile app to indicate when service appointment is at risk What should be a consultant recommended to meet the requirements?

- A. Change the status field on the service appointment
- B. Post the service appointment chatter feed
- C. Update the in-jeopardy field on the service appointment
- D. Adjust the scheduled end field on the service appointment

**Answer: (SHOW ANSWER)**

#### **NEW QUESTION: 21**

Universal Containers is implementing Work Order Management to better support its clients.

Which two approaches should the Consultant consider to create work skills for the Service Resources?

Choose 2 answers

- A. Create the work skills using the FSL Lightning Managed Package wizard. Assign the skills to Service Resources. Add the skill to Work Types and Work Orders.
- B. Create the work skills using the FSL Lightning Web Component. Assign the skills to Service Resources. Add the skill to Work Types and Work Orders.
- C. Create the work skills using Setup. Manually assign the skills to Service Resources.
- D. Create the work skills using the Guided Setup wizard. Assign the skills to Service Resources using Guided Setup.

**Answer: C,D (LEAVE A REPLY)**

#### **NEW QUESTION: 22**

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. Define a global optimization job to run hourly.
- B. Create a custom Gantt action to call an apex class to reschedule appointments.
- C. Apply the reshuffle action within the Gantt.

D. Write a batch apex class to unscheduled low priority work orders.

**Answer:** ([SHOW ANSWER](#))

**NEW QUESTION: 23**

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

**Answer:** ([SHOW ANSWER](#))

**NEW QUESTION: 24**

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

**Answer:** C ([LEAVE A REPLY](#))

**NEW QUESTION: 25**

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

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

**Answer:** A,B ([LEAVE A REPLY](#))

**NEW QUESTION: 26**

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

**Answer: C (LEAVE A REPLY)**

**NEW QUESTION: 27**

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

**Answer: D (LEAVE A REPLY)**

**NEW QUESTION: 28**

A dispatcher of a local power outage. All appointments in the affected area must be rescheduled to a different day How should the dispatcher update the service appointment?

- A. Configure a new scheduling policy to change service appointment
- B. Create a map polygon of affected area to select service appointment for rescheduling
- C. Create the report to identify the service appointment in the area of notified service resources.
- D. Push reschedule notifications to service service resource using the field service lightning mobile app

**Answer: B (LEAVE A REPLY)**

**NEW QUESTION: 29**

Universal container is evaluating a strategy for reducing the cost of service using the automated scheduling Which two approaches will contribute to this goal?

- A. Reduce the number of territories
- B. Reduce the overtime per work order
- C. Reduce the travel time per work order
- D. Reduce the work order per shift

**Answer: B,C (LEAVE A REPLY)**

**NEW QUESTION: 30**

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

**Answer: ([SHOW ANSWER](#))**

**NEW QUESTION: 31**

Which configuration can Universal Containers use to brand the Salesforce Field Service mobile app?

- A. Company logo
- B. Company style sheets
- C. Company colors
- D. Company address

**Answer: C ([LEAVE A REPLY](#))**

**Valid Field-Service-Lightning-Consultant Dumps** shared by Actual4test.com for Helping Passing Field-Service-Lightning-Consultant Exam! Actual4test.com now offer the **newest Field-Service-Lightning-Consultant exam dumps**, the Actual4test.com Field-Service-Lightning-Consultant exam **questions have been updated** and **answers have been corrected** get the **newest** Actual4test.com Field-Service-Lightning-Consultant dumps with Test Engine here: [https://www.actual4test.com/Field-Service-Lightning-Consultant\\_examcollection.html](https://www.actual4test.com/Field-Service-Lightning-Consultant_examcollection.html) (303 Q&As Dumps, **30%OFF Special Discount: [Freepdfdumps](#)**)

**NEW QUESTION: 32**

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

**Answer: A ([LEAVE A REPLY](#))**

**NEW QUESTION: 33**

universal container want to track technician van stock using the field service lightning mobile app and ensure the technician report when part is used Which three data elements should a consultant recommend tracking to support this?

requirement

Choose 3 answers

- A. Product consumed
- B. Products required
- C. Mobile locations
- D. Inventory
- E. Warehouse locations

**Answer: A,B,C (LEAVE A REPLY)**

**NEW QUESTION: 34**

Universal container want to track technician van stock and consigned products How can this will be accomplished using the field service lightning standard object model

- A. Location will track van stock and items at customer's site
- B. Service resources will track van stock. Location will track time and customer sites
- C. Location will track van stock. Account will track consigned products
- D. Service resources will track van stock. Products consumed will track item at customer's site

**Answer: C (LEAVE A REPLY)**

**NEW QUESTION: 35**

Universal containers just started its field service implementation and is configuring service territories and 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: A,B (LEAVE A REPLY)**

**NEW QUESTION: 36**

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

D. Use Assets and Products to track the price.

**Answer: D (LEAVE A REPLY)**

**NEW QUESTION: 37**

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

**Answer: B,D (LEAVE A REPLY)**

**NEW QUESTION: 38**

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

**Answer: C,D (LEAVE A REPLY)**

**NEW QUESTION: 39**

A technician reported that the travel time calculated between appointments is often too short because job delays throughout the day.

Which setting should a consultant consider to improve travel time accuracy?

- A. Minimum grade, default operating hour
- B. Estimated travel time, minimize travel
- C. Street level routing, Default travel speed
- D. Travel speed unit, actual travel time

**Answer: C (LEAVE A REPLY)**

**NEW QUESTION: 40**

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

**Answer: C ([LEAVE A REPLY](#))**

#### **NEW QUESTION: 41**

Universal Containers wants to track the total associated price when servicing Work Order for customers. Which two of the following should a Consultant recommend? Choose 2 answers

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

**Answer: ([SHOW ANSWER](#))**

#### **NEW QUESTION: 42**

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: A,D ([LEAVE A REPLY](#))**

#### **NEW QUESTION: 43**

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

**Answer: ([SHOW ANSWER](#))**

#### **NEW QUESTION: 44**

Universal Containers performs service which may require more than one task on a Work Order. A Consultant has recommended Work Order Line Items to manage the task(s). What should be considered as part of this solution to ensure tasks are dispatched?

- A. Work Order Line Items require a Service Appointment for a field technician to perform the work.
- B. All Work Order Line items inherit the required Skills for the associated Asset.
- C. Scheduled Work Order Line Items have to be completed on a daily basis or rescheduled the end of day.
- D. Work Order Line Items require a Case for the field technician to perform the work.

**Answer: (SHOW ANSWER)**

#### **NEW QUESTION: 45**

A Consultant is helping Universal Containers define its mobile approach. Which requirement would lead a Consultant to recommend the Salesforce Field Service mobile app instead of the Salesforce mobile app?

- A. Manage mobile fields available through configuration
- B. Visibility of Technicians with geolocation tracking
- C. Support service processes with custom Lightning Components
- D. Access to Lightning Knowledge articles

**Answer: D (LEAVE A REPLY)**

#### **NEW QUESTION: 46**

When a Universal Containers (UC) Technician installs a product at a customer site, the Technician must perform all future work for that customer.

Which process should the Consultant use to meet this requirement?

- A. Add the Resource as a Preferred Resource on the Asset.
- B. Add the Resource as a Preferred Resource on the Work Order.
- C. Add the Resource as a Required Resource on the Account.
- D. Add the Resource as a Required Resource on the Contact.

**Answer: C (LEAVE A REPLY)**

**Valid Field-Service-Lightning-Consultant Dumps** shared by Actual4test.com for Helping Passing Field-Service-Lightning-Consultant Exam! Actual4test.com now offer the **newest Field-Service-Lightning-Consultant exam dumps**, the Actual4test.com Field-Service-Lightning-Consultant exam **questions have been updated** and **answers have been corrected** get the **newest** Actual4test.com Field-Service-Lightning-Consultant dumps with Test Engine here: <https://www.actual4test.com/Field-Service->

**NEW QUESTION: 47**

universal containers needs a team to perform periodic maintenance on the most complex products.

Which feature should the consultant configure to meet this requirement?

- A. Required resource
- B. Preferred resource
- C. Technicians with required skill
- D. Service crew

**Answer: D ([LEAVE A REPLY](#))**

**NEW QUESTION: 48**

Universal Containers wants to help their dispatchers determine the length of time a Work Order should last. What should the Consultant implement to help achieve this goal?

- A. Operating Hours for Customer Accounts.
- B. Work Types with Service Level Agreement.
- C. Work Orders with Operating Hours.
- D. Work Types with an Estimated Duration.

**Answer: ([SHOW ANSWER](#))**

**NEW QUESTION: 49**

Which three factors should the consultant consider when recommending a routing option?

Choose 3 answers

- A. Multiday work schedule only aerial routing.
- B. Aerial Routing is used if a service appointment requires a travel distance of more than 100 kilometres
- C. Aerial routing computes the shortest distance between two locations based on a straight-line route
- D. Aerial routing is used if a service appointment requires a travel distance of more than 200 kilometres
- E. Street level routing incorporates Google map api and run faster than aerial routing

**Answer: A,B,C ([LEAVE A REPLY](#))**

**NEW QUESTION: 50**

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

**Answer: B ([LEAVE A REPLY](#))**

#### **NEW QUESTION: 51**

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

**Answer: ([SHOW ANSWER](#))**

#### **NEW QUESTION: 52**

universal containers technician may be assigned to jobs with arrival window to meet the costumer appointment time preference technicians are also assigned to jobs without a preferred appointment time In which two ways should the consultant define operation house to meet this requirement Choose 2 answers

- A. The time slots for appointment booking
- B. When service resources are available for work
- C. The due date of the service appointment
- D. The maintenance plan for account

**Answer: A,C ([LEAVE A REPLY](#))**

#### **NEW QUESTION: 53**

Universal Containers wants to limit their Technicians' view of Work Orders and Service Appointments in the Salesforce Field Service mobile app.

What should a Consultant recommend to control their Technicians' view?

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

**Answer: B ([LEAVE A REPLY](#))**

#### **NEW QUESTION: 54**

Universal Containers wants to use Work Types, since many of their Work Orders require the same Field Service Technician skills. What should the Consultant consider when using Work Types?

**A.** A Work Order Line Item will inherit their parent Work Order's Work Type Skills, and the user is unable to make additional changes.

**B.** An existing Work Order Line Item will inherit the required skill of a Work Type, regardless of any existing required skills.

**C.** A Work Order inherits the Work Types required skills; however, the user has the ability to add/remove skills on the Work Order.

**D.** A change to the skills on a Work Type will affect the required skill on Work Orders previously created from that Work Type.

**Answer: C (LEAVE A REPLY)**

### **NEW QUESTION: 55**

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.** Create a custom quick action for booking appointments and candidates that use the new scheduling policy.

**B.** Create a new scheduling policy that includes service objectives in this order: ASAP, Resource Priority, skill level, preferred services resource, minimize travel minimize overtime.

**C.** Select the new policy as the scheduling policy for the scheduled optimization job.

**D.** Create a new scheduling policy that includes service objectives in this order: minimize overtime, minimize travel, preferred service resource, skill level, resource priority, asap.

**Answer: C,D (LEAVE A REPLY)**

### **NEW QUESTION: 56**

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.** Ensure the Resource's Address is in the same Match Territory as the Service Appointments.

**C.** Include the Resource Availability Work Rule in the Scheduling Policy.

**D.** Mark the Service Territory's Resources as Required on the Service Appointments.

**Answer: (SHOW ANSWER)**

### **NEW QUESTION: 57**

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 Resource Permission Set and Scheduling license to each Technician.
- B. Create Permission Sets and assign the Salesforce Field Service Scheduling and Mobile Permission Sets to the Resource profile.
- C. Create Permission Sets and assign the Salesforce Field Service Admin Permission Set to Service Resources.
- D. Create Permission Sets and assign the Salesforce Field Service Mobile Permission Set to Service Resources.

**Answer: B (LEAVE A REPLY)**

#### **NEW QUESTION: 58**

To ensure that preventative maintenance work can be completed on time. Universal Containers wants to automatically generate Work Orders 14 days before the next suggested maintenance date.

How should the Consultant meet this requirement?

- A. Define a generation horizon of 14 days.
- B. Configure Auto-generate Work Orders to True.
- C. Define a generation timeframe of 14 days.
- D. Define a generation horizon of 20,160 minutes.

**Answer: A (LEAVE A REPLY)**

#### **NEW QUESTION: 59**

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?

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

**Answer: A (LEAVE A REPLY)**

#### **NEW QUESTION: 60**

Universal Containers provides prompt service and has multiple service levels for different customers. Over 50% of Service Appointments are created on the same day they need to be completed. As a result, a Technician's daily schedule can change multiple times throughout the day. What method of dispatching should a Consultant recommend implementing?

- A. Automatically Dispatch Service Appointments using Drip Feed.
- B. Automatically change the status to Dispatched of all Service Appointments.
- C. Automatically schedule unscheduled services to available Resources.

D. Automatically run Optimization Background Job every hour.

**Answer: A (LEAVE A REPLY)**

#### **NEW QUESTION: 61**

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

**Answer: A,B (LEAVE A REPLY)**

**Valid Field-Service-Lightning-Consultant Dumps** shared by Actual4test.com for Helping Passing Field-Service-Lightning-Consultant Exam! Actual4test.com now offer the **newest Field-Service-Lightning-Consultant exam dumps**, the Actual4test.com Field-Service-Lightning-Consultant exam **questions have been updated** and **answers have been corrected** get the **newest** Actual4test.com Field-Service-Lightning-Consultant dumps with Test Engine here: [https://www.actual4test.com/Field-Service-Lightning-Consultant\\_examcollection.html](https://www.actual4test.com/Field-Service-Lightning-Consultant_examcollection.html) (303 Q&As Dumps, **30%OFF Special Discount: Freepdfdumps**)

#### **NEW QUESTION: 62**

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

**Answer: (SHOW ANSWER)**

#### **NEW QUESTION: 63**

Upon arrival for a Service Appointment, the Field Service Technician reports that a team of people is required to resolve the issue.

How can the Dispatcher ensure that the required staff is assigned to the project?

- A. Assign the existing Work Order to each staff member.
- B. Assign the existing Service Appointment to a Crew.
- C. Create a new Service Appointment and assign a Crew.
- D. Assign the existing Work Order to a Crew.

**Answer: C ([LEAVE A REPLY](#))**

#### **NEW QUESTION: 64**

Universal container provides services to multiple machines installed at customer sites. Each machine has different issues that need to be fixed. UC wants to track progress, different part used, and time spent on each machine when dispatching a technician How should consultants meet these requirements?

- A. Each asset will have a service appointment that will represent work order needed each machine
- B. Work order will have multiple work order line item each work order line item will be link to the asset and have a service appointment
- C. Work order will have multiple service appointments. Each service appointment will be linked to the asset
- D. Each account will have a service appointment that will represent the work to be done at customer site

**Answer: B ([LEAVE A REPLY](#))**

#### **NEW QUESTION: 65**

universal containers are implemented field service lightning and wants to make sre the dispatch team receive work orders with appropriate resources and knowledge article requirement is defined What should a consultant recommend to achieve this requirement?

- A. case process work types and record types
- B. work type skill routing skill requirements operating house and data categories
- C. skill requirement work type and case process
- D. work types and skill requirements

**Answer: D ([LEAVE A REPLY](#))**

#### **NEW QUESTION: 66**

Which three objects are associated to the Work Type? Choose 3 answers

- A. Resources
- B. Skill Requirements
- C. Service Appointments
- D. Products Required
- E. Articles

**Answer: ([SHOW ANSWER](#))**

**NEW QUESTION: 67**

universal containers is evaluating a strategy for reducing the cost of service using automated scheduling Which toe approaches will contribute to this goal?

Choose 2 answers

- A. reduced travel time per work order
- B. reduced overtime per work order
- C. reduced number of territories
- D. reduced work orders per shift

**Answer: (SHOW ANSWER)**

**NEW QUESTION: 68**

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. Parent/Child Work Orders
- B. Cases and Work Orders
- C. Cases Only
- D. Work Orders only

**Answer: A (LEAVE A REPLY)**

**NEW QUESTION: 69**

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

**Answer: C,D (LEAVE A REPLY)**

**NEW QUESTION: 70**

Northern Trail Outfitters wants to report on its Assets and reflect their attributes including hierarchical relationships.

How should the Consultant meet this requirement?

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

**Answer: B (LEAVE A REPLY)**

**NEW QUESTION: 71**

universal container technicians have 12 mandatory company holidays each calendar year. Technician need view all of their absence records at once Which two applications should a consultant recommend to meet this requirement?

Choose 2 answers

- A. Salesforce browser-based applications
- B. Salesforce mobile applications
- C. Field service lightning mobile applications
- D. Custom mobile applications

**Answer: (SHOW ANSWER)**

**NEW QUESTION: 72**

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

**Answer: C (LEAVE A REPLY)**

**NEW QUESTION: 73**

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

**Answer: C (LEAVE A REPLY)**

**NEW QUESTION: 74**

Universal containers technicians frequently need to request more parts from another inventory location when stock runs low.

How can universal container technicians achieve this for each product requested?

- A. Create a product request and a product request line item.
- B. Create a product consumed and a product request line item.
- C. Create a shipment and a product request line item.
- D. Create a work order line item and a product request line item.

**Answer: A (LEAVE A REPLY)**

### NEW QUESTION: 75

Universal Containers has enabled field service lightning and wants to enable milestones for work orders.

What should a consultant take into consideration?

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

**Answer: C (LEAVE A REPLY)**

### NEW QUESTION: 76

Universal Containers wants to monitor Customer Satisfaction (CSAT) after a Work Order is complete. How can CSAT information be collected?

- A. Install an AppExchange Package.
- B. Add the CSAT Visualforce page to the Work Order.
- C. Enable the CSAT Quick Action for Work Orders.
- D. Install the Survey Snap-in for CSAT capture.

**Answer: A (LEAVE A REPLY)**

**Valid Field-Service-Lightning-Consultant Dumps** shared by Actual4test.com for Helping Passing Field-Service-Lightning-Consultant Exam! Actual4test.com now offer the **newest Field-Service-Lightning-Consultant exam dumps**, the Actual4test.com Field-Service-Lightning-Consultant exam **questions have been updated** and **answers have been corrected** get the **newest** Actual4test.com Field-Service-Lightning-Consultant dumps with Test Engine here: [https://www.actual4test.com/Field-Service-Lightning-Consultant\\_examcollection.html](https://www.actual4test.com/Field-Service-Lightning-Consultant_examcollection.html) (303 Q&As Dumps, **30%OFF Special Discount: Freepdfdumps**)

### NEW QUESTION: 77

Universal Containers performs multi-staged jobs, where the second job can only begin after completion of the first job. How should a Consultant recommend implementing this process?

- A. Create one Service Appointment with the total duration of the two jobs and assign two Resources.
- B. Create one Service Appointment and schedule it to two different Resources.
- C. Create two Service Appointments and schedule them to the same Resource.
- D. Create two Service Appointments, set the Related Service Appointment and Time Dependency.

**Answer: D (LEAVE A REPLY)**

**NEW QUESTION: 78**

universal container (uc) sells shipping Containers and container parts. UC wants to track each customer's container and associated part for field servicing, sales, and reporting purposes Which solution should a Consultant recommend to relate the part to a customer? container?

- A.** Create an asset hierarchy on account with container as root asset and part as the child assets
- B.** Add the container as product on the account and part to the child product related list
- C.** Add the container as an asset on account and make the part internal assets
- D.** Create a hierarchical relationship between the parent product container and the child part product

**Answer: A (LEAVE A REPLY)**

**NEW QUESTION: 79**

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

**Answer: A (LEAVE A REPLY)**

**NEW QUESTION: 80**

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?

- A.** Assign the existing service appointment to the crew
- B.** Create a new service appointment and assign to crew
- C.** Assign the existing work order to crew
- D.** Create a new work order and assign a crew

**Answer: A (LEAVE A REPLY)**

**NEW QUESTION: 81**

Universal Containers wants Field Technicians to capture customer authorization via a signature through Salesforce mobile app. What should a Consultant recommend?

- A. Create a Quick Action on the Service Appointment to launch a Visualforce signature page.
- B. Create a custom text field to capture the customer's signature on Salesforce mobile app.
- C. Create an Approval Process from the Service Appointment for the customer's Authorization.
- D. Create a Checkbox on the Service Appointment that will capture the customer's Authorization.

**Answer: D ([LEAVE A REPLY](#))**

#### **NEW QUESTION: 82**

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

**Answer: C ([LEAVE A REPLY](#))**

#### **NEW QUESTION: 83**

Approximately 70% of Universal Containers' site visits are inspections and quotation sessions that take roughly the same amount of time and same set of resource skills to complete. What should a Consultant recommend to streamline the creation of these work orders?

- A. Create a standard set of Work Order Line Items.
- B. Train Technicians to use Duplicate Work Order feature.
- C. Launch the Work Order Standardization Wizard.
- D. Create Work Types for use on Work Orders

**Answer: ([SHOW ANSWER](#))**

#### **NEW QUESTION: 84**

universal container UC uses two contractors 1 and contractor 2 to perform repair work contractor 1 has provided service for UC for longer period time and considered to have more repair work expertise then contractor 2 How should a consultant configure the contractors experience?

- A. Assign contractors 1 and 2 different capacities of repair work
- B. Assign contractors 1 and 2 preferred source
- C. Assign contractors 1 and 2 as excluded resources
- D. Assign contractors 1 and 2 different skill levels for repair works

**Answer: D ([LEAVE A REPLY](#))**

**NEW QUESTION: 85**

Universal Containers wants to track the work that is performed on the customer's install base.

What object relationship should the Consultant focus on to meet this requirement?

- A. Work Orders to Products
- B. Assets to Products
- C. Products to Accounts
- D. Work Orders to Assets

**Answer: ([SHOW ANSWER](#))**

**NEW QUESTION: 86**

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

**Answer: ([SHOW ANSWER](#))**

**NEW QUESTION: 87**

Universal Containers has negotiated two key SLAS: 1) initial response and 2) overall resolution of issues related to installed products. What combination of Salesforce features should a Consultant recommend to support this use case?

- A. Accounts and Assets
- B. Assets and Entitlements.
- C. Accounts and Service Contracts.
- D. Assets and Service Contracts.

**Answer: B ([LEAVE A REPLY](#))**

**NEW QUESTION: 88**

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

D. Associate a work type called site visit to a maintenance plan.

**Answer: (SHOW ANSWER)**

**NEW QUESTION: 89**

Universal Containers (UC) is rolling out Inventory Management to better manage parts and inventory. UC wants to automatically associate certain parts and products to Work Orders upon creation based on the work to be performed.

How should the Consultant meet this requirement?

- A. Add Products to the Products Required Related List on the Work Type object.
- B. Add Products to the Products Required Related List on the Asset object.
- C. Add Products to the Work Order Products Related List on the Asset object.
- D. Add Products to the Work Order Products Related List on the Work Type object.

**Answer: A (LEAVE A REPLY)**

**NEW QUESTION: 90**

which work rule should a field service lightning consultant use to assign service resources based on related object records?

- A. required resources
- B. extended match
- C. match field
- D. resource availability

**Answer: (SHOW ANSWER)**

**NEW QUESTION: 91**

Universal Container's Dispatchers want to visualize the planned travel route for a Technician during their shift.

Which feature should the Consultant recommend to meet the requirement?

- A. Service Appointment Reports
- B. Aerial Routing
- C. Street-level Routing
- D. Service Resource Dashboard

**Answer: A (LEAVE A REPLY)**

**Valid Field-Service-Lightning-Consultant Dumps** shared by Actual4test.com for Helping Passing Field-Service-Lightning-Consultant Exam! Actual4test.com now offer the **newest Field-Service-Lightning-Consultant exam dumps**, the Actual4test.com Field-Service-Lightning-Consultant exam **questions have been updated** and **answers have been corrected** get the **newest** Actual4test.com Field-Service-Lightning-Consultant dumps with Test Engine here: <https://www.actual4test.com/Field-Service->

**NEW QUESTION: 92**

Northern Trail Outfitters wants to improve overall responsiveness to customers. Which Dispatch technique should the Consultant implement to provide the greatest schedule flexibility?

- A. Shuffle daily work manually via the Gantt.
- B. Configure the Auto Dispatch scheduled job.
- C. Enable Drip-feed to dispatch the next appointments.
- D. Leverage Resource Schedule Optimization.

**Answer: A ([LEAVE A REPLY](#))**

**NEW QUESTION: 93**

Org-Wide Default sharing is set to Private in a Salesforce org.

If the Field Service Lightning User Territory feature is enabled, which three objects will be visible to users who are part of the User Territory?

Choose 3 answers

- A. Service Resources
- B. Accounts
- C. Work Types
- D. Resource Absences
- E. Work Orders

**Answer: B,C,D ([LEAVE A REPLY](#))**

**NEW QUESTION: 94**

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

**Answer: A,D ([LEAVE A REPLY](#))**

**NEW QUESTION: 95**

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

- A. Company logo

- B. Company style sheets
- C. Company address
- D. Company colours

**Answer: A (LEAVE A REPLY)**

**NEW QUESTION: 96**

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?

- A. Create a crew with two technicians
- B. Create a work rule with two required skills
- C. Create a two-service crew
- D. Create two service appointment

**Answer: A (LEAVE A REPLY)**

**Valid Field-Service-Lightning-Consultant Dumps** shared by Actual4test.com for Helping Passing Field-Service-Lightning-Consultant Exam! Actual4test.com now offer the **newest Field-Service-Lightning-Consultant exam dumps**, the Actual4test.com Field-Service-Lightning-Consultant exam **questions have been updated** and **answers have been corrected** get the **newest** Actual4test.com Field-Service-Lightning-Consultant dumps with Test Engine here: [https://www.actual4test.com/Field-Service-Lightning-Consultant\\_examcollection.html](https://www.actual4test.com/Field-Service-Lightning-Consultant_examcollection.html) (303 Q&As Dumps, **30%OFF Special Discount: Freepdfdumps**)