

FIELD-SERVICE-CONSULTANT^{Q&As}

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QUESTION 1

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.

Correct Answer: A

QUESTION 2

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

Correct Answer: B

QUESTION 3

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

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

Choose 2 answers

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

Correct Answer: BC

QUESTION 4

Universal Containers wants to track when technicians need to visit a customer site multiple times to resolve an issue.

How should a consultant configure this using a single work order?

- A. Create a new work order line item for each site visit.
- B. Create a new product consumed for each site visit.
- C. Create a new child work order for each site visit.
- D. Create a new service appointment for each site visit.

Correct Answer: D

QUESTION 5

Universal Containers wants to ensure that Service Appointments are only assigned to Active Resources.

Which configuration should a Consultant recommend for the Scheduling Policy?

- A. Match Fields
- B. Preferred Resources
- C. Match Boolean
- D. Required Resources.

Correct Answer: C

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