

FIELD-SERVICE-CONSULTANT^{Q&As}

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QUESTION 1

Universal Containers wants to automatically create Work order Line Items based on the products being serviced. How can this be achieved?

- A. With Entitlement Templates
- B. With Workflows
- C. With Process Builder
- D. With Work Order Types.

Correct Answer: C

QUESTION 2

Universal Containers plans to implement Crew Management to better support its clients.

Which area does the Consultant need to consider as part of the recommendation?

- A. The Preferred Resource service objective is ignored for active Crew Members.
- B. Capacity-based scheduling is supported for Service Crews.
- C. A service resource can only be a member of a single Crew.
- D. Salesforce Field Service considers the Recommended Crew Size when assigning appointments.

Correct Answer: C

QUESTION 3

A customer wants return a defective product instead of scheduling service appointment.

How should this product be tracked in field service lightning?

- A. Create a work order and work order line
- B. Create return order and return order line item
- C. Create a product request and product request line item
- D. Create a return order and relate it to the product

Correct Answer: B

QUESTION 4

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.

Correct Answer: C

QUESTION 5

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

Choose 3 answers

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

Correct Answer: BDE

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