

# **FIELD-SERVICE-LIGHTNING-CONSULTANT<sup>Q&As</sup>**

Salesforce Certified Field Service Lightning Consultant

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## QUESTION 1

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

Correct Answer: BC

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## QUESTION 2

Ursa Major Solar (UMS) has implemented Field Service using a private record access model. UMS has also set work types to automatically generate ServiceAppointments. Which two sharing options are available for these Service Appointments?

Choose 2 answers

- A. A Service Appointment can be shared by clicking Sharing on the record.
- B. The Service Appointment's parent record can be shared with the assigned resource.
- C. Auto-generated scheduled Service Appointments will be shared with resources.
- D. Make the dispatcher the assigned resource on the Service Appointments.

Correct Answer: AD

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## QUESTION 3

Universal container is implementing work order management to better the support its clients? Choose 2 answers

- A. Create work skills using the fsl lightning Managed package wizard. Assign the skills to service resources. And the skill to work type and work order
- B. Create the workskill using setup. Manually assign the skills to service resources
- C. Create the work skills using the FSL lightning web component. Assign the skill to service resources add the skill to work type
- D. Create the work skills using the guided setup wizard. Assign the skill to service to service resources using guided

setup

Correct Answer: BD

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#### QUESTION 4

Universal containers has a large volume of cancellations occurring on their Work Orders. The COO wants to manage Work Order cancellations and subsequent follow-ups. Which two options should a Consultant recommend? Choose 2 answers.

- A. Change the Work Order with a closed status of "Cancelled."
- B. Change the Work Order with a status of "New."
- C. Re-use the existing Work Order for the follow-up.
- D. Create a child Work Order for the follow-up Work Order.

Correct Answer: AD

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#### QUESTION 5

Universal containers plans to deploy field service lightning to 100 external contractors. There are 75 contractors who need access to work.

Orders assets mobile app, and chatter. the remaining 25 contractors are paid a commission on sales of containers and need to schedule resources.

Which license types and quantities should the consultant recommend?

- A. 100 contractors 100 contractors
- B. 25 contractors 75 contractors 25 contractors
- C. 25 contractors 100 contractors

Correct Answer: C

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