

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

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## QUESTION 1

A customer support agent handles an inbound case that requires a repair of an industrial oven at a busy restaurant. The work should be assigned to a repair technician in the area, even if the technician is currently working on another assignment. Which scheduling action should the consultant recommend to the customer support agent?

- A. Emergency
- B. Appointment booking
- C. Fill-in schedule
- D. Get candidates

Correct Answer: A

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## QUESTION 2

Over 70% of Universal Containers' sales are made by Field Technicians during on-site, customer visits. Many times, after selling a product, they will install the product as part of the current body of work. How should a Consultant recommend accomplishing this in the Field Service mobile app?

- A. Create a New Task linked to the Contact and assign to a Sales Rep.
- B. Add a "Create Opportunity" Quick Action to the Work Order Line Item.
- C. Create a custom Visualforce page to create a new Opportunity.
- D. Add an "Upsell" Quick Action to the Account that creates a new Work Order

Correct Answer: B

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## QUESTION 3

An agent has to create a work order for a complex installation. A work order line item is created for each required component so it can be tracked and priced separately. However, a few of the components are only on the company's preferred price book while the other is on the U.S price book.

Which solution should a consultant recommend so the agent can meet this requirement?

- A. Create one work order for each price book and add work order line items to the appropriate work order based on its price book.
- B. Create one work order and override the price on work order line items for products on the preferred price book.
- C. Create one work order and add work order line items based on the price book selected on the work type.
- D. Create one work order for each price book and use work types to assign the price book to work order line item.

Correct Answer: C

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## QUESTION 4

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 new Scheduling Policy that includes Service Objectives in this order: Minimize Overtime, Minimize Travel, Preferred Service Resource, Skill Level, Resource Priority, ASAP.
- B. Select the new policy as the Scheduling Policy for the Scheduled Optimization Job.
- C. Create a custom Quick Action for Booking Appointments and Candidates that use the new Scheduling Policy.
- D. Create a new Scheduling Policy that includes Service Objectives in this order: ASAP, Resource Priority, Skill Level, Preferred Service Resource, Minimize Travel, Minimize Overtime.

Correct Answer: AB

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## QUESTION 5

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

Correct Answer: A

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