

FIELD-SERVICE-LIGHTNING-CONSULTANT^{Q&As}

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QUESTION 1

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

Correct Answer: CD

QUESTION 2

Universal container is implementing work order management to better 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 work skill 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

QUESTION 3

Universal Containers (UC) wants to deploy Knowledge to its field team.

How should UC ensure its Technicians can access Knowledge Articles offline?

- A. Write a workflow that associates Articles to Work Orders based on a picklist on the Work Order.
- B. Use Work Types to assign associated Articles to Work Orders.
- C. Use the Salesforce mobile app with deep linking to the Salesforce Field Service mobile app.
- D. Create a custom mobile app that syncs articles based on Service Appointment assignments.

Correct Answer: B

QUESTION 4

Universal Containers maintains their service level agreements at the customer level only. How can a Consultant ensure agents can verify coverage?

- A. Create Milestones, set up Entitlement Process, display the related List on the Work Order Page Layout.
- B. Set up Entitlement Process, set up Service Contracts, display the related List on the Contact page Layout.
- C. Create Contract Line Items, set up Entitlement Process, display the related List on the Asset Page Layout.
- D. Create Milestones, set up Entitlement Process, display the related List on the Account Page Layout.

Correct Answer: D

QUESTION 5

universal container provides installation services for each of its products. Each product requires different number of times, and a different sets of installation tasks.

How should a consultant configure field service lightning to support this service

- A. Use the work type to define the installation services for each product- use work order to track work for each customer - use service appointment to assign the work
- B. Use cases to define the installation services for each product - use service appointment to track the work for each customer- use work order to assign the work
- C. Use service appointment to define the installation services for each product - use work order to track order for each customer use task to assign the work
- D. Use work order to define the installation services for each product use work type to each work - use work type to track work for each customer - use service appointment to assign the work

Correct Answer: A

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