

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

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QUESTION 1

Which object can be used to share service appointments with service resources in field service lightning?

- A. Service territory member
- B. Service territory
- C. Work order
- D. User territory

Correct Answer: A

QUESTION 2

One of the products sold by Universal Containers requires quarterly service appointments. Which feature should a Consultant use to meet this requirement?

- A. Define a repeating Work Type.
- B. Implement Path for Work Orders.
- C. Build a Process for Service Appointments.
- D. Configure a Maintenance Plan.

Correct Answer: D

QUESTION 3

Universal Containers (UC) wants to track all customer work requests. UC has no requirement to track where the work originated from, but does need the requests tied to the customer's account. What should a Consultant recommend to track these work requests?

- A. Cases Only
- B. Cases, Work Orders, and Tasks
- C. Work Orders and Cases
- D. Work Orders only

Correct Answer: C

QUESTION 4

Containers wants to offer their Field Technicians a more limited view of Work Orders and Service Appointments in the Field Service mobile app compared to their Dispatchers. What should a Consultant recommend so the Field Technician

sees only the necessary fields?

- A. Field Technician Page Layouts
- B. Field Technician Visualforce Pages
- C. FieldTechnician Field Sets
- D. Field Technician Mini-Page Layouts

Correct Answer: A

QUESTION 5

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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