

DUMPS ARENA

Salesforce Certified Field Service Lightning Consultant

Salesforce Field-Service-Lightning-Consultant

Version Demo

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sales@dumpsarena.co

sales@dumpsarena.co
dumpsarena.co

QUESTION NO: 1

Universal Containers is tracking customer issues in their call center. Sometimes this requires a Technician to be on-site at the customer's location.

What set of steps should a Consultant recommend to dispatch the Technician?

- A. Create Case, Create Service Appointment, Create Work Order, Dispatch Service Appointment.
- B. Create Work Order, Create Case, Dispatch Work Order, Create Service Appointment.
- C. Create Service Appointment, Create Work Order, Create Case, Dispatch Service Appointment.
- D. Create Case, Create Work Order, Create Service Appointment, Dispatch Service Appointment.

ANSWER: D**QUESTION NO: 2**

Universal Containers wants to ensure that Service Appointments are only assigned to Active Resources.

What configuration should a Consultant recommend for the Scheduling Policy?

- A. Match Boolean
- B. Match Fields
- C. Preferred Resources
- D. Required Resources

ANSWER: A**QUESTION NO: 3**

Which two objects are required when configuring an optimization job? (Choose two.)

- A. Work Type
- B. Service Territory
- C. Polygons
- D. Scheduling Policy

ANSWER: B D

QUESTION NO: 4

Universal Containers does not want the lunch break to interfere with existing scheduled work.

How should a Consultant configure the Scheduling Policy to ensure a 30-minute lunch break that begins every day after 1pm?

- A. Create Resource Absences every day.
- B. Create a recurring Service Appointment.
- C. Use appropriate Resource Operating Hours.
- D. Use the Resource Availability Rule.

ANSWER: D

QUESTION NO: 5

Universal Containers is deploying Field Service Lightning in Europe, where pricing varies by country.

What Price Book structure is recommended?

- A. Utilize a custom Price Book specific to each country.
- B. Utilize the standard Price Book with pricing rules applied.
- C. Utilize a custom Price Book with pricing rules applied.
- D. Utilize a standard Price Book specific to each country.

ANSWER: A

QUESTION NO: 6

Universal Containers wants to report on the volume of products installed within a specific timeframe.

Which solution should the Consultant utilize to meet the requirement?

- A. The standard Installation Date field on Asset
- B. A Work Order related list on Asset
- C. A custom Installation Date field on Products Consumed

D. Field History Tracking on Asset

ANSWER: A

QUESTION NO: 7

Universal Containers has implemented a Knowledge solution for Agents to provide Field Technicians using the FSL mobile app with information necessary to complete assigned work. Which two capabilities will now be available? (Choose two.)

- A. View attached Articles offline.
- B. Attach Knowledge Articles to Work Order only.
- C. Attach Articles to Work Orders and Work Order Line Items.
- D. Include Quick Actions and Global Actions in Attached Articles.

ANSWER: A C

QUESTION NO: 8

Time Sheet entries can be associated to which two objects? (Choose two.)

- A. Assigned Resource
- B. Service Resource
- C. Work Order
- D. Work Order Line Item

ANSWER: C D

QUESTION NO: 9

Universal Containers performs service on field assets that require a sequence of work tasks. A Consultant has recommended Work Order Line Items to manage the tasks and assets/parts necessary to manage the work.

Which two of the following must be considered as part of this solution to ensure Work Orders are properly completed? (Choose two.)

- A. Use of Work Order Line Items that automatically inherit the hierarchy of Assets attached to Work Order.
- B. Use of a parent-child Work Order Line Item to create a Work Order Line Item hierarchy.
- C. Use of Work Order Line Items to link to a specific Asset within the Asset Hierarchy that represents the BoM.

D. Use of Standard Reports to view Parent and Work Order Lines Items within Work Orders by Customer.

ANSWER: B C

QUESTION NO: 10

Universal Containers provides multiple service types (i.e., Installation, Maintenance, Break/Fix, etc.). Each service requires a variety of skills and certifications in order for a resource to excel.

Which two configurations should a Consultant implement to meet this requirement? (Choose two.)

- A. Select the relevant Work Types for each Resource.
- B. Use Work Types with Required Skills.
- C. Assign the appropriate Skills to Resources.
- D. Create Multiple Work Orders Line Items per service.

ANSWER: B C