

DUMPS ARENA

Field Service Lightning Cloud Consultant

Salesforce Field-Service-Lightning-Cloud-Consultant

Version Demo

Total Demo Questions: 10

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QUESTION NO: 1

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: 2**

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

What solution will help meet the customer's requirement?

- A. Utilize a Work Order related list on Asset.
- B. Utilize a custom "Installation Date" field on Asset.
- C. Utilize Field History Tracking on Asset.
- D. Utilize the standard "Installation Date" field on Asset.

ANSWER: D**QUESTION NO: 3**

Universal Containers has an initiative to increase customer satisfaction by committing preferred resources to accounts and providing prompt service.

Which two Scheduling Policies would assist to meet this initiative? (Choose two.)

- A. Soft Boundaries
- B. High Intensity
- C. Emergency Policy

D. Customer First

ANSWER: A D

QUESTION NO: 4

Universal Containers wants to track the total associated price when servicing Work Orders for Customers.

Which two of the following should a Consultant recommend? (Choose two.)

- A. Use Work Order and Work Order Line Items.
- B. Use a custom object to model the Work Order pricing.
- C. Use the Einstein Pricing Configurator.
- D. Set up Products and Price Books.

ANSWER: A D

QUESTION NO: 5

Universal Containers is receiving increased complaints about incomplete Work Orders.

What option should a Consultant recommend to improve this situation?

- A. Send an email CSAT survey.
- B. Decrease Resource Rank Score.
- C. Change the Scheduling Rules.
- D. Implement Signature Capture.

ANSWER: D

QUESTION NO: 6

Universal Containers (UC) wants to better understand their service business and Field Service Technician teams' schedules. A Consultant suggested UC start to forecast and plan.

Which two abilities does forecasting and planning provide? (Choose two.)

- A. Proactively adjust to demand fluctuations.
- B. More consistently meet customer response times.

- C. More accurately assign Work Orders based on skills.
- D. Proactively adjust Service Contracts.

ANSWER: A B

QUESTION NO: 7

Universal Containers would like to provide Field Service Technicians the ability to capture details and customer approval on completed work so that the details can be compiled and sent to the customer electronically.

What should a Consultant recommend to meet this requirement?

- A. Create a Process Builder to generate a report.
- B. Use the standard Service Report.
- C. Use the standard Work Order email template.
- D. Create a custom report.

ANSWER: B

QUESTION NO: 8

Universal Containers wants the Ability for their Field Technicians to log sales opportunities associated with their Work Orders.

What configuration should a Consultant implement so Field Technicians can easily achieve this through the Field Service mobile app?

- A. Quick Action on Opportunity to Create Work Order
- B. Quick Action on Opportunity to Create Work Order Line Item
- C. Quick Action on Work Order to create Opportunity
- D. Quick Action on Work Order Line Items to create Opportunity

ANSWER: C

QUESTION NO: 9

Universal Containers wants to ensure that only Field Technicians with a specialized certification are sent Work Orders of a specific type. In which two ways can a Consultant ensure the correct Resources are assigned to Work Orders? (Choose two.)

- A. Assign Skills and Skill Levels to Resources.
- B. Implement Assignment Rules and Work Orders.
- C. Implement Work Types and Skill Assignments.
- D. Assign Skills and Skill Levels to Users.

ANSWER: A C

QUESTION NO: 10

Dispatchers at Universal Containers want to ensure the Resource being assigned to a Work Order has the correct training. What should a Consultant implement to accomplish this requirement?

- A. Define Work Types, Define Work Order Status, Set up Resource Skills
- B. Define Skills, Set up Skill Requirements, and Set up Resource Skills
- C. Set up Skill Requirements, Define Work Types, Set up Routing Rules
- D. Set up Service Locations, Set up Location Skills, Define Work Types

ANSWER: B