[Apr 20, 2022 New Real Field-Service-Lightning-Consultant Exam Dumps Questions [Q96-Q119]

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Pass Your Field-Service-Lightning-Consultant Exam Easily with Accurate Salesforce Certified Field Service Lightning Consultant PDF Questions

NO.96 Universal Containers has a large filed service team with complex logistics process. Some of the field service data and pricing is managed in applications outside of Salesforce. The Consultant recommended bringing some data into Salesforce to streamline reporting for Field Service Managers. What report would be improved by integrating financial data from an outside system?

* First time fix rate: The percentage of on-site service requests resolved on the first visit.

* Service Technician utilization: Technician wrench time per month divided by the number of work hours in a given month.

* Average time to repair: The average time required to repair or install as asset.

* Truck roll cost per customer: The need to dispatch a Service Technician to go on-site to repair or install an asset or respond to a service call.

NO.97 Universal Containers’s Technicians may be assigned to Jobs with an arrival window to meet the customer appointment time preference. Technicians are also assigned to Jobs without a preferred appointment time.

In which two ways should the Consultant define Operating Hours to meet this requirement?

Choose 2 answers
* The Maintenance Plan for the Account
* The Due Date of the Service Appointment
* The Time Slots for Appointment Booking
* When Service Resources are available for work

NO.98 Universal Containers is deploying Field Service Lightning in Europe, where pricing varies by country.

What Price Book structure is recommended?
* Utilize a custom Price Book specific to each country.
* Utilize the standard Price Book with pricing rules applied.
* Utilize a custom Price Book with pricing rules applied.
* Utilize a standard Price Book specific to each country.

NO.99 A Dispatcher notices that the Crew assigned to a Service Appointment is missing a skill requirement for the appointment.

How can the Dispatcher update the Service Crew to meet those requirements?
* Edit the Service Appointment and add a new Service Resource.
* Update the Service Crew on the Service Appointment’s Work Type.
* Use the Crew Management tool to add Service Resources to the Crew.
* A Create a new Service Appointment with a different Crew.

NO.100 A technician needs to get replacement part for damaged inventory on them for an upcoming job.

To which object should the technician add a product request record?
* work types
* work order
* service appointment
* service report

NO.101 Universal Containers wants to provide Dispatchers with Account and Asset details when they hover over each Service Appointment.

How should a Consultant recommend implementing this feature?
* Add Fields on the Page Layout.
* Configure Field Sets on the Service Appointment.
* Use Lookup Fields.
* Create CSS in the Dispatcher’s Console.

NO.102 Universal Containers wants their Field Technicians to indicate if any of their Service Appointments are at risk of not being completed on time. They would like for this to be achieved on a mobile device using a Quick Action. What should a Consultant recommend to achieve this requirement?
* Update the Service Appointment Status filed. (can’t be done from mobile)
* Reschedule the Service Appointment for later. (from mobile it can only be reschedule via chatter)
* Update the Service Appointment Chatter feed.
* Update the Service Appointment field “In Jeopardy” (its not a Service Appointment field)

NO.103 an agent has to create a work order for a complex installation. A work order line item is created 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?
* Create one work order for each price book and add work order line items to the appropriate work order based on its price book.
* Create one work order and override the price on work order line items for products on the preferred price book.
* Create one work order and add work order line items based on the price book selected on the work type.
* Create one work order for each price book and use work types to assign the price book to work order line item.

NO.104 Universal Containers wants to provide a pro-formal invoice to their customer at the completion of a Work Order. Which three should a Consultant set up in order to achieve this requirement?
* Create Account-wide Discounts.
* Apply Promotion to the Work Order.
* Apply Price Book to the Work Order.
* AppCreate Products and Price Book Entries.
* Create Work Order Line Items with Products.

NO.105 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?
* Quick Action on Opportunity to Create Work Order
* Quick Action on Opportunity to Create Work Order Line Item
* Quick Action on Work Order to create Opportunity
* Quick Action on Work Order Line Items to create Opportunity

NO.106 Universal Containers wants their Field Technicians to indicate if any of their Service Appointments are at risk of not being completed on time. They would like for this to be achieved on a mobile device using a Quick Action. What should a Consultant recommend to achieve this requirement?
* Update the Service Appointment Status filed. (can’t be done from mobile)
* Reschedule the Service Appointment for later. (from mobile it can only be reschedule via chatter)
* Update the ServiceAppointment Chatter feed.
* Update the Service Appointment field “In Jeopardy” (its not a Service Appointment field)

NO.107 Universal Containers is evaluating a strategy for reducing the cost of service using automated scheduling. Which two approaches will contribute to this goal? Choose 2 answers
* Reduced Work Orders per Shift.
* Reduced Overtime per Work Order.
* Reduced Travel Time per Work Order.
* Reduced Absences per Employee.

NO.108 Universal Containers wants to monitor Customer Satisfaction (CSAT) after a Work Order is complete. How can CSAT information be collected?
* Add the CSAT Visualforce page to the Work Order.
* Install the Survey Snap-in for CSAT capture.
* Install an AppExchange Package.
* Enable the CSAT Quick Action for Work Orders.

NO.109 A customer support agent handles an in – bound 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?

* Emergency
* Appointment booking
* Fill-in schedule
* Get candidates

NO.110 What is the most efficient way for a Consultant to keep Technicians proactively informed about updates to their Service Appointments and Work Orders in the Field Service mobile app?

* Utilize Schedules Jobs from the Field Service Admin app.
* Enable Notifications in Field Service Settings.
* Utilize Triggers to send emails to relevant users.
* Enable Push Notifications in the Service Console app.

NO.111 An employee at Universal Containers performs the role of a Dispatcher and a Technician.

How should a Consultant configure Salesforce Field Service to support this behavior?

* Create one Service Resource and assign the relevant Permission Set Licenses.
* Create one Service Resource and assign the Technician and Dispatcher role.
* Create two Skills records and assign them to the Service Resource record.
* Create two Service Resources and assign them to the employee.

NO.112 universal container is implementing work order management to better the support its clients Choose 2 answers

* 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
* Create the work skill using setup. Manually assign the skills to service resources
* Create the work skills using the FSL lightning web component. Assign the skill to service resources add the skill to work type
* Create the work skills using the guided setup wizard. Assign the skill to service to service resources using guided setup

NO.113 Each container consists of multiple parts that are tracked by Asset records. Universal Container’s customers usually wait until several parts need service before requesting a Technician come on-site to save money on service charges.

How should a Consultant configure Salesforce Field Service to track the work performed?

* Create a Work Order and Work Order Line Item for each Asset being serviced.
* Create a Work Type to automatically create relevant line items for each Asset.
* Create a Work Type and Work Order for each Asset being serviced.
* Create a Work Order for all Assets being serviced and a Work Order Line Item for each Product Consumed.

NO.114 Universal Containers (UC) normally focuses on minimizing travel. Weather can cause situations that require expedited on-site service. How should a Consultant recommend UC handle unplanned service during times of severe weather?

* Configure a new Service Level for immediate assignment.
* Postpone all lower-priority jobs and extend Due Dates.
* Manually flag Service Appointments as “In Jeopardy” due to weather.
* Configure Emergency Policy and use the Emergency Wizard.

NO.115 Universal Containers has implemented a flow that allows technicians to replace faulty or damaged assetsdirectly from within the field service lightning mobile app. Once a replacement has been made, where can the asset relationship s be viewed?

* Both the primary assets and related assets related lists on the assets object
* Only the primary assets relatedlist on the assets object
* Both the primary assets and related assets related lists on the work order object
* Only the primary assets related list on the work order object

NO.116 A Field Service Technician wants to view a list of parts consumed during a given time period. The Technician will then use the data to replenish inventory on the truck. Which three steps should a Consultant recommend to track the number of parts consumed? Choose 3 answers.

* Build a report to view Products Consumed on Work Order Line Items.
* Build a report using the Service Appointment Inventory module.
* Build a report to view Products Consumed on Work Orders.
* Build a report using the Work Order inventory module.
* Build a report to view Inventory Transactions.

NO.117 A Universal Containers’ (UC) Technician is completing a service appointment, but is unable to finish one of the tasks defined on the Work Order Line Items because of insufficient Inventory. Assuming UC is using the standard Work Order and Line Itemstatus picklist values, how should the work be recorded?

* Mark all completed Work Order Line Items as “Completed.” Mark the incomplete Work Order Line Item as “Cannot Complete” and enter details in the Description field. Mark the parent Work Order as “Cannot Complete”.
* Mark all Work Order Line Items as “Cannot complete,” including the incomplete Work Order Line Item; mark the parent Work Order as “In Progress.”
* Mark all completed Work Order Line Items as “Completed.” Mark the incomplete Work OrderLine Item as “Cannot Complete” and enter details in the Description field. Mark the parent Work Order as “Closed”
* Mark all completed Work Order Line Items as “Completed.” Mark the incomplete Work Order Line Item as “Cannot Complete,” and enter details in the Description filed. Mark the parent Work Order as “Cancelled.”

NO.118 Each door lock that universal containers (UC) sells have a unique 20-digit code. The code represents the manufacturer, production run, and production number UC needs to track each lock in addition to the installed locks, all technician carry five replacement in their van stock How should UC track the van stock door locks?

* Create a product item for each door lock utilizing standard field
* Create a product item with all the serial numbers in the noted section
* Create a product item and enter a serial number in related list
* Create a product item and enter technician lock quantity

NO.119 Universal Containers schedules jobs that require multiple steps when on-site. They would like to add a new status to the existing status flow. Which two configurations need to be set up? Choose 2 answers.

* Add the allowed Status Transitions in Field Service Settings.
* Add new Status to the Work Order
* Add the Status Transitions to the Technicians’ Profile.
* Add new Status to the Service Appointment.

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