

Updated Jun-2022 Test Engine to Practice Field-Service-Lightning-Consultant Dumps & Practice Exam [Q26-Q41]



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NO.26 Universal Containers performs multi-staged jobs, where the second job can only begin after completion of the first job. How should a Consultant recommend implementing this process?

- * Create two Service Appointments, set the Related Service Appointment and Time Dependency.
- * Create one Service Appointment with the total duration of the two jobs and assign two Resources.
- * Create two Service Appointments and schedule them to the same Resource.
- * Create one Service Appointment and schedule it to two different Resources.

NO.27 Universal Containers would like to engage Contractors and Customers directly in their Field Service Solution.

Which three options will provide read, write and edit access to Works Order objects? Choose 3 answers

- * Customer Communities Plus
- * Chatter Files Connect
- * Chatter Customer Groups
- * Partner Communities

* Customer Communities

NO.28 Universal Containers utilizes two contractors, Contractor 1 and Contractor 2, to perform repair work, Contractor 1 has provided service longer for Universal Containers and is considered to have more repair work expertise than Contractor 2. How should a Consultant configure this expertise for Contractor 1 versus Contractor 2?

- * Assign Contractor 2 as an excluded Resource.
- * Assign Contractor 1 and 2 different capacities for repair work.
- * Assign Contractor 1 as a Preferred Resource.
- * Assign Contractor 1 and 2 different Skill Levels for repair Work Type.

NO.29 Northern Trail outfitters (NTO) want to track the report on individual tasks completed, including part consumed and pricing details, as part of the work order completion process. NTO want to schedule one or multiple tasks to the different technician as needed How should the consultant meet the requirements utilizing the standard field service lightning data model?

- * Create work order line item, each with its own child service appointment
- * Create a multiple service appointment, each with its own child task records
- * Create a multiple service appointment each with its own child work order line item
- * Create a custom object records, each with its own child service appointment

NO.30 Often, Technicians earn certifications that must be renewed periodically to ensure their skills remain up-to-date. How can these certifications be manager on the Resource?

- * Add the Resource Skill and track certification using reminder.
- * Add the Resource Skill and create Absence once expired.
- * Add the Resource Skill as Time Phased.
- * Add the Resource Skill and remove from the Service Territory once expired.

NO.31 Universal Containers` customers typically like to be by the same Technician that completed the initial installation.

How should a Consultant implement this rule?

- * Add the Account as one of the Resource Skills.
- * Add the Resource as a Preferred Resource.
- * Add the Resource as a Required Resource.
- * Add all other Resources as Excluded Resources.

NO.32 Universal Containers plans to implement Crew Management to better support its clients.

Which area does the Consultant need to consider as part of the recommendation’

- * The Preferred Resource service objective is ignored for active Crew Members.
- * Capacity-based scheduling is supported for Service Crews.
- * A service resource can only be a member of a single Crew.
- * Salesforce Field Service considers the Recommended Crew Size when assigning appointments.

NO.33 which configuration can universal containers use to brand the field service lightning mobile app?

- * Company colours
- * Company address
- * Company style sheets
- * Company logo

NO.34 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.35 Universal Containers wants Field Technicians to capture customer authorization via a signature through Salesforce mobile app.

What should a Consultant recommend?

- * Create a Quick Action on the Service Appointment to launch a Visualforce signature page.
- * Create an Approval Process from the Service Appointment for the customer's Authorization.
- * Create a Checkbox on the Service Appointment that will capture the customer's Authorization.
- * Create a custom text field to capture the customer's signature on Salesforce mobile app.

NO.36 Universal Containers just started its field service implementation and is configuring service territories and locations. Need to be associated to territories.

In which two ways should the consultant show this relationship?

Choose 2 answers

- * add the service territory location related list on the location page layout
- * create the service territory location as a location lookup field.
- * add the service territory location related list on the service territory page layout
- * create the service territory location as a service territory lookup field.

NO.37 Universal Containers wants to standardize creation of Work Orders. Historically, Work Orders have been set up with the incorrect skills and estimated time to completion.

What should a Consultant utilize to meet this requirement

- * Entitlement Templates
- * Entitlements
- * Work Types
- * Work Order Record Types

NO.38 Universal Containers is receiving increased complaints about incomplete Work Orders. What option should a Consultant recommend to improve this situation?

- * Send an email CSAT survey.
- * Implement Validation Rules and Signature Capture.
- * Change the Scheduling Rules.
- * Decrease Resource Rant Score.

NO.39 when completing a work order in the field, the technician needs to capture two signatures to ensure compliance.

Which steps are needed to configure the signatures capture?

- * create two service reports and add one signature block to each
- * create relevant signature types and add signature blocks to the service report template.
- * create a flow that adds two signature blocks when the service report is generated
- * create two custom fields for the service appointment and use flows to capture each signature

NO.40 Universal Containers is implementing Work Order Management to better support its clients.

Which two approaches should the Consultant consider to create work skills for the Service Resources?

Choose 2 answers

- * Create the work skills using the FSL Lightning Web Component. Assign the skills to Service Resources.

Add the skill to Work Types and Work Orders.

- * Create the work skills using Setup. Manually assign the skills to Service Resources.
- * Create the work skills using the FSL Lightning Managed Package wizard. Assign the skills to Service Resources. Add the skill to Work Types and Work Orders.
- * Create the work skills using the Guided Setup wizard. Assign the skills to Service Resources using Guided Setup.

NO.41 Universal Containers is deploying Field Service Lightning in Europe, where pricing varies by country. What Price Book structure is recommended?

- * Utilize a standard Price Book specific to each country.
- * Utilize the standard Price Book with pricing rules applied.
- * Utilize a custom Price Book specific to each country.

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