

## Guaranteed High Marks with Updated & Real Field-Service-Lightning-Consultant Dumps pdf Free Updates [Q129-Q149]

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PASS RATE Field Service Lightning program Field-Service-Lightning-Consultant Certified Exam DUMP

What is the duration of the Field-Service-Lightning-Consultant Exam - Passing Score: 70% - Format: Multiple choices, multiple answers- Length of Examination: 90 minutes- Number of Questions: 60 **NO.129** 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 field. (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 &#8220;In Jeopardy&#8221; (its not a Service Appointment field)

**NO.130** Universal containers wants to reduce field service-related costs by cutting overtime pay and fuel expenses for internal employees when scheduling all service appointments.

Which two customizations should the consultant recommend to meet this requirement?

Choose 2 answers

- \* Select the new policy as the scheduling policy for the scheduled optimization job.
- \* Create a custom quick action for booking appointments and candidates that use the new scheduling policy.
- \* Create a new scheduling policy that includes service objectives in this order:

minimize overtime, minimize travel, preferred service resource, skill level, resource priority, asap.

- \* Create a new scheduling policy that includes service objectives in this order: ASAP, Resource Priority, skill level, preferred services resource, minimize travel minimize overtime.

**NO.131** Universal Containers wants to represent and track a Bill of Material (BoM). What should a Consultant recommend?

- \* Use Assets and define a hierarchy.
- \* Use a custom object to model the BoM.
- \* Use an ERP to manage the BoM.
- \* Use Products and add to an Order.

**NO.132** Universal Containers (UC) is using Field Service and has customer meetings at UC's offices. When booking meetings, they would like them to begin on hour, every hour, between 9am-5pm. How can this be achieved?

- \* Use Territory-specific Operating Hours.
- \* Use Customer Operating Hours.
- \* Use Multiple Operating Hours with Slots for each hour.
- \* Use Exact Appointments on the Work Types.

**NO.133** 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.)

- \* Assign Skills and Skill Levels to Resources.
- \* Implement Assignment Rules and Work Orders.
- \* Implement Work Types and Skill Assignments.
- \* Assign Skills and Skill Levels to Users.

**NO.134** 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?

- \* Define Work Types, Define Work Order Status, Set up Resource Skills
- \* Define Skills, Set up Skill Requirements, and Set up Resource Skills
- \* Set up Skill Requirements, Define Work Types, Set up Routing Rules
- \* Set up Service Locations, Set up Location Skills, Define Work Types

**NO.135** Universal container provides multiple service types (i.e installation,

maintenance, Break/fix). Each service requires a variety of skills and certification for resources to excel.

Which two configurations should a consultant implement to meet the requirements?

- \* Use work type with required skills
- \* Assign the appropriate skill to resource
- \* Select the relevant work type for each resource
- \* Create a multiple work order line per service

**NO.136** A Technician is onsite where there is no connectivity and is required to capture the customer's signature. What is the appropriate order of operations as the Technician goes back online?

- \* Deliver Service Report, capture signature, update records, sync device.
- \* Capture signature, sync device, update record, deliver Service Report.
- \* Deliver Service Report, update record, sync device, capture signature.
- \* Capture signature, update record, sync device, deliver Service Report.

**NO.137** In the dispatch Console, when viewing the Map, which three data elements can be presented to the Dispatcher?

Choose 3 answers

- \* Google Traffic Data
- \* Resource's Home Base
- \* Service Appointments
- \* Resource's Travel Speed
- \* Service Appointment Dependencies

**NO.138** Universal Containers (UC) wants to customize Service Reports provided to customers at sign-off. Which three options are available through configuration in Field Service Lightning?

- \* Add additional page to End Section of report.
- \* Add additional field to Address Section of report.
- \* Add additional field to General Section of report.
- \* Add additional image to Detail Section of report.
- \* Add additional dates in Date Section of report.

**NO.139** Universal Containers (UC) wants to track the full lifecycle of their Cases. UC defines a Case as resolved when all interactions with the customer are complete. How can a Consultant ensure that Cases are closed when all Work Orders associated to the Case are complete?

- \* Use Workflow to close the Case when all Work Orders are closed.
- \* Use Process Builder to close the Case when all Work Orders are closed.
- \* Use Workflow to close the Case when the Work Order is dispatched.
- \* Use Process Builder to close the Case when the Work Order is created.

**NO.140** Universal Containers wants to track the time a Service Resource spends on each step of more complex repair Jobs. This time could include travel, prep and on-site time.

How could the Service Resource's Time Sheet be configured to track the total time spent on each step?

- \* Relate the Time Sheet to the Service Appointment.
- \* Relate the Time Sheet Entries to the Work Order Line Item.
- \* Relate the Time Sheet Entries to the Service Appointment.
- \* Relate the Time Sheet to the Work Order Line Item.

**NO.141** Universal Containers is expecting the amount of work to increase significantly over the next three weeks. They have decided to engage a new third-party Contract to help with the additional work.

How should a Consultant recommend configuring the new Contractor?

- \* Create a Capacity-based Resource and delete that Resource after three weeks.
- \* Create a Resource and give them 24-hour availability for the next three weeks.
- \* Create a Capacity-based Resource and give them Capacity for the next three weeks.
- \* Create a Capacity-based Resource and give them 24-hour availability for the next three weeks.

Explanation

**NO.142** the dispatcher at universal containers wants wants to schedule service

appointment from the dispatch console while taking the scheduling policy into consideration Which three options are available to dispatchers?

- \* Select the service appointment from the list, user the &#8220;change status&#8221; action and

&#8220;dispatch&#8221;

- \* Select the service appointment from the list and the &#8220;schedule&#8221; action
- \* Select multiple service appointment from the list and bulk schedule them
- \* Select a service appointment from the list, use the &#8220;candidates&#8221; action, and select the best time slot
- \* Select a service appointment from the list, use the &#8220;edit&#8221; action and allocate the Resources

**NO.143** Universal Containers typically performs installs, break-fix, and inspections for all clients. The Service Manager wants to create a template for common work requests. What should a Consultant implement to assist the dispatch team?

- \* Work Order Record Types for Break-fix, Install, and Inspection.
- \* Work Type Line Items for Install, Break-fix, and Inspections.
- \* Work Types and Skill Requirements for Install, Break-fix, and Inspections.
- \* Work Order custom fields to define Install, Break-fix, and Inspections.

**NO.144** the dispatcher at universal containers wants wants to schedule service

appointment from the dispatch console while taking the scheduling policy into consideration Which three options are available to dispatchers?

- \* Select the service appointment from the list, user the &#8220;change status&#8221; action and

&#8220;dispatch&#8221;

- \* Select the service appointment from the list and the &#8220;schedule&#8221; action
- \* Select multiple service appointment from the list and bulk schedule them
- \* Select a service appointment from the list, use the &#8220;candidates&#8221; action, and select the best time slot
- \* Select a service appointment from the list, use the &#8220;edit&#8221; action and allocate the Resources

**NO.145** Universal Containers wants to automatically create Work order Line Items based on the products being serviced. How can this be achieved?

- \* With Entitlement Templates
- \* With Workflows
- \* With Process Builder
- \* With Work Order Types.

**NO.146** Universal containers (UC) sells shipping containers and container parts. UC wants to track each customer's container and associated parts for Florida servicing, sales, and reporting purposes.

Which solution should a consultant recommend to relate the parts to a customer's container?

- \* Create an asset hierarchy on the account with the container as the root asset and the parts as child assets.
- \* Add the container as an asset on the account and mark the parts internal assets.
- \* Add the container as a product on the account and the parts to a child product related list.
- \* Create a hierarchical relationship between the parent product container and child parts products.

**NO.147** 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.148** 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.149** universal container technicians have 12 mandatory company holidays each calendar year. Technician need view all of their absence records at once Which two applications should a consultant recommend to meet this requirement?

Choose 2 answers

- \* Salesforce browser-based applications
- \* Custom mobile applications
- \* Field service lightning mobile applications
- \* Salesforce mobile applications

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