

FIELD-SERVICE-CONSULTANT^{Q&As}

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QUESTION 1

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. Create a custom report.
- C. Use the standard Service Report
- D. Use the standard Work Order email template.

Correct Answer: C

QUESTION 2

Which object can be used to share Service Appointments with Service Resources in Salesforce Field Service?

- A. User Territory
- B. Service Territory Member
- C. Service Territory
- D. Work Order

Correct Answer: A

QUESTION 3

At Northern Trail Outfitters (NTO), agents are expected to complete a variety of tasks. They create cases and work orders, and need Read access to work types and work rules. They also book and manage appointments, assign mobile resources, and optimize their mobile workforce's schedule.

What is the best permission set(s) a consultant should recommend assigning to NTO agents?

- A. Dispatcher
- B. Agent and Resource
- C. Agent
- D. Mobile, Agent, and Resource

Correct Answer: D

QUESTION 4

Service resources at universal container UC frequently work in more than one service territory the current scheduling policy looks only at primary territory while we still want to optimize to use the service resource primary when scheduling, UC

also wants the scheduling policy to look at the resources secondary services territory.

Which two scheduling policy changes should a consultant recommend?

Choose 2 answers

- A. Includes the match territory work rule
- B. Remove the match territory work rule
- C. Select working location enable primary on the working territories work rule
- D. Deselect working location primary on the working territories work rule

Correct Answer: BC

QUESTION 5

Universal Containers provides installation, repair, and consulting services. When Technicians complete the work, they need to provide different reports for the installation, repair, and consulting services. Which two configurations should a Consultant recommend to meet this requirement? Choose 2 answers

- A. Assets
- B. Product Templates
- C. Work Types
- D. Service Report Templates

Correct Answer: CD

QUESTION 6

Universal Containers has implemented a Knowledge solution to provide Field Technicians with information necessary to complete assigned work. Which two capabilities will now be available?

- A. Attach Knowledge Articles to Work Order Line Items Only.
- B. Manage Attached Articles and Search the Knowledge Base.
- C. Attach Articles to Work Orders and Work Order Line Items.
- D. Include Quick Actions and Global Actions in Attached Articles.

Correct Answer: BC

QUESTION 7

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?

- A. Use Territory-specific Operating Hours.
- B. Use Customer Operating Hours.
- C. Use Multiple Operating Hours with Slots for each hour.
- D. Use Exact Appointments on the Work Types.

Correct Answer: A

QUESTION 8

Universal Containers wants to use Work Types, since many of their Work Orders require the same Field Service Technician skills. What should the Consultant consider when using Work Types?

- A. A change to the skills on a Work Type will affect the required skill on Work Orders previously created from that Work Type.
- B. A Work Order inherits the Work Types required skills; however, the user has the ability to add/remove skills on the Work Order.
- C. An existing Work Order Line Item will inherit the required skill of a Work Type, regardless of any existing required skills.
- D. A Work Order Line Item will inherit their parent Work Order's Work Type Skills, and the user is unable to make additional changes.

Correct Answer: B

QUESTION 9

Which work rule should a field service lightning consultant use to assign service resources based on related object records?

- A. resource availability
- B. extended match
- C. match field
- D. required resources

Correct Answer: B

QUESTION 10

Universal Containers wants their Technicians to capture potential up-sell opportunities identified during site visits that will then be addressed by the inside sales team. What Configuration will support this requirement?

- A. Create a Service Appointment Quick Action to create a Lead record and add it to the appropriate page layout.
- B. Create a Web-to-Lead page that submits to the inside sales team. Add a link to the Case Page Layout.
- C. Create a Public Group for the inside sales team, and share Work Orders to the group via Sharing Rules.
- D. Configure a Flow against Cases that auto-creates leads and assigns them to the insides sales team Queue.

Correct Answer: D

QUESTION 11

Universal Containers wants to limit their Technicians\' view of Work Orders and Service Appointments in the Salesforce Field Service mobile app. What should a Consultant recommend to control their Technicians\' view?

- A. Mini-Page Layouts
- B. Page Layouts
- C. Visualforce Pages
- D. Field Sets

Correct Answer: B

QUESTION 12

Universal Containers outsources 100 hours of weekly maintenance to an external Contractor. Jobs are assigned to a Contractor Manager instead of individual external technicians. The Contractor Manager is in charge of updating Service Appointments and Work Orders upon completion.

How should a Consultant implement the requirement?

- A. Create the individual Technicians as Service Crew Members.
- B. Set the individual Technicians as Capacity-Based Service Resources.
- C. Set the Contractor Manager as a Capacity-Based Service Resource.
- D. Create the Contractor Manager as a Crew Service Resource.

Correct Answer: C

QUESTION 13

Universal Containers wants to process mobile payments. How can this requirement be met?

- A. Attach a picture of the credit card

- B. Add a custom field to store the credit card number
- C. Create a custom payments object
- D. Install an AppExchange package.

Correct Answer: D

QUESTION 14

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?

- A. Work Order Record Types for Break-fix, Install, and Inspection.
- B. Work Type Line Items for Install, Break-fix, and Inspections.
- C. Work Types and Skill Requirements for Install, Break-fix, and Inspections.
- D. Work Order custom fields to define Install, Break-fix, and Inspections.

Correct Answer: C

QUESTION 15

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 Provider to help with the additional work. How should a Consultant recommend Configuring the new Contractor?

- A. Create a Capacity-based Resource and delete that Resource after three weeks.
- B. Create a Resource and give them 24-hour availability for the next three weeks.
- C. Create a Capacity-based Resource and give them 24-hour availability for the next three weeks.
- D. Create a Capacity-based Resource and give them Capacity for the next three weeks.

Correct Answer: D

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