

FIELD-SERVICE-CONSULTANT^{Q&As}

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QUESTION 1

Universal Containers wants to schedule deliveries using Salesforce Field Service. Each delivery requires that an installation and safety inspection be performed by different Technicians during the same day. The safety inspection needs to be executed after the installation is complete.

How should the Consultant use Complex Work to meet this requirement?

- A. Define Same Resource and Same Start dependencies.
- B. Define Start After Finish and Same Day dependencies.
- C. Define a Start After Finish dependency.
- D. Define a Same Start dependency.

Correct Answer: B

QUESTION 2

Northern Trail Outfitters (NTO) wants to track and report on individual tasks completed, including parts consumed and pricing details, as part of the Work Order completion process. NTO wants to schedule one or multiple tasks to different Technicians as needed.

How should the Consultant meet the requirement utilizing the standard Salesforce Field Service Data Model?

- A. Create multiple Service Appointments, each with its own child Work Order Line Item.
- B. Create Work Order Line Items, each with its own child Service Appointment.
- C. Create multiple Service Appointments, each with its own child task records.
- D. Create Custom Object records, each with its own child Service Appointment.

Correct Answer: B

QUESTION 3

Some technicians report that they are unable to login to the field service lightning mobile app. The Consultant confirmed that the technician has field service lightning resource license and field service lightning resource permission assign to them.

How should a consultant provide access to FSL mobile app?

- A. Assign a permission set
- B. Modify the user profile
- C. Update the public group membership
- D. Modify the user record

Correct Answer: A

QUESTION 4

The org-wide default sharing for a service appointment is set to be private.

If service appointment is cancelled, which users will have visibility to record?

- A. Assigned resources, owner of service appointment and member of user territory
- B. Assigned resources, owners of service appointment and member of service territory
- C. Owner of service appointment and member of service territory
- D. Owner of service appointment and member of user territory

Correct Answer: D

QUESTION 5

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

- A. Salesforce browser-based applications
- B. Custom mobile applications
- C. Field service lightning mobile applications
- D. Salesforce mobile applications

Correct Answer: AC

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