

FIELD-SERVICE-LIGHTNING- CONSULTANT^{Q&As}

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QUESTION 1

Universal Containers wants to offer customers a Maintenance Plan that provides 12 monthly checkups. The customer will call to schedule each visit.

How should a Consultant configure the Maintenance Plan to meet this requirement?

- A. Set Frequency to 1 Month; Generation Timeframe of 12; check Auto-generate work orders.
- B. Set Frequency to 1 Month; Generation Timeframe of 12; uncheck Auto-generate work orders.
- C. Set Frequency to 1 Month; Generation Timeframe of 1; uncheck Auto-generate work orders.
- D. Set Frequency to 1 Month; Generation Timeframe of 1; check Auto-generate work orders.

Correct Answer: C

QUESTION 2

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?

- A. Edit the service appointment and add a new service resource.
- B. Create a new service appointment with a different crew.
- C. Use the crew management tool to add service resources to the crew.
- D. Update the service crew on the service appointment's work type.

Correct Answer: C

QUESTION 3

Universal Containers is evaluating a strategy for reducing the cost of service using automated scheduling.

Which two approaches will contribute to this goal?

- A. Reduce the travel time per work order
- B. Reduce the overtime per work order
- C. Reduce the number of territories
- D. Reduce the work order per shift

Correct Answer: AB

QUESTION 4

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

- A. Create a new Scheduling Policy that includes Service Objectives in this order: Minimize Overtime, Minimize Travel, Preferred Service Resource, Skill Level, Resource Priority, ASAP.
- B. Select the new policy as the Scheduling Policy for the Scheduled Optimization Job.
- C. Create a custom Quick Action for Booking Appointments and Candidates that use the new Scheduling Policy.
- D. Create a new Scheduling Policy that includes Service Objectives in this order: ASAP, Resource Priority, Skill Level, Preferred Service Resource, Minimize Travel, Minimize Overtime.

Correct Answer: AB

QUESTION 5

universal container provides installation services for each of its products. Each product requires different number of times, and a different sets of installation tasks.

How should a consultant configure field service lightning to support this service

- A. Use the work type to define the installation services for each product- use work order to track work for each customer - use service appointment to assign the work
- B. Use cases to define the installation services for each product - use service appointment to track the work for each customer- use work order to assign the work
- C. Use service appointment to define the installation services for each product - use work order to track order for each customer use task to assign the work
- D. Use work order to define the installation services for each product use work type to each work - use work type to track work for each customer - use service appointment to assign the work

Correct Answer: A

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