

# FIELD-SERVICE-LIGHTNING- CONSULTANT<sup>Q&As</sup>

Salesforce Certified Field Service Lightning Consultant

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### QUESTION 1

In the dispatch Console, when viewing the Map, which three data elements can be presented to the Dispatcher?  
Choose 3 answers

- A. Google Traffic Data
- B. Resource's Home Base
- C. Service Appointments
- D. Resource's Travel Speed
- E. Service Appointment Dependencies

Correct Answer: ABC

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### QUESTION 2

Universal container wants its technician to follow a standard operating procedure (S O P) while performing maintenance on an individual asset. Each operation should be captured independently to allow technician to enter note and update status they progress with the work preventative maintenance should be with a single visit

Which data model should the consultant recommend to the universal container?

- A. Work order to represent the preventative maintenance on the asset - work order line item to represent the different operations - service appointment to represent the visit
- B. Service appointment to represent ante the preservative maintenance on the asset - work order line item to represent the different operations - work order to represent the visit
- C. Work order to represent the preventative maintenance on the asset - service appointment to represent the different operations - work orderline item to represent the visit
- D. Work order line item represent the preventative Maintenance on the asset - work order represent the different operations- service appointment to represent visit

Correct Answer: A

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### QUESTION 3

Universal Containers wants to ensure that Service Appointments are only assigned to Resources who are Active. What configuration should a Consultant recommend for the Scheduling Policy?

- A. Match Fields
- B. Required Resource
- C. Match Boolean

D. Preferred Resource

Correct Answer: C

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#### QUESTION 4

Universal Containers (UC) Technicians identify and complete additional work when they are at a customer site. UC wants to track the additional work using the Salesforce Field Service mobile app.

How should the Consultant meet this requirement?

- A. Add the Work Order Line Item related list to the Work Order page to allow creation of additional line items.
- B. Create a Quick Action to create a Work Order Line Item. Add a Quick Action to the Work Order Layout.
- C. Create a Visualforce page to create Work Order Line items. Add a Visualforce page to the Work Order Layout.
- D. Add the Work Order related list to the account to allow creation of additional line items.

Correct Answer: A

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#### QUESTION 5

Universal Containers Dispatchers want to visualize the planned travel route for a Technician during their shift.

Which feature should the Consultant recommend to meet the requirement?

- A. Service Resource Dashboard
- B. Service Appointment Reports
- C. Street-level Routing
- D. Aerial Routing

Correct Answer: B

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