

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

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QUESTION 1

A Field Service Technician wants to view a list of parts consumed during a given time period. The Technician will then use the data to replenish inventory on the truck. Which three steps should a Consultant recommend to track the number of parts consumed? Choose 3 answers.

- A. Build a report to view Products Consumed on Work Order Line Items.
- B. Build a report using the Service Appointment Inventory module.
- C. Build a report to view Products Consumed on Work Orders.
- D. Build a report using the Work Order inventory module.
- E. Build a report to view Inventory Transactions.

Correct Answer: ACE

QUESTION 2

Universal Containers wants to equip their field technicians with access to helpful information when they are in the field. What solution should a Consultant recommend to satisfy this requirement?

- A. Attachments on Cases.
- B. Knowledge Base on Cases.
- C. Custom Links on Work Orders.
- D. Knowledge Base on Work Orders.

Correct Answer: D

QUESTION 3

Universal Containers (UC) normally focuses on minimizing travel. Weather can cause situations that require expedited on-site service. How should a Consultant recommend UC handle unplanned service during times of severe weather?

- A. Configure a new Service Level for immediate assignment.
- B. Postpone all lower-priority jobs and extend Due Dates.
- C. Manually flag Service Appointments as "In Jeopardy" due to weather.
- D. Configure Emergency Policy and use the Emergency Wizard.

Correct Answer: D

QUESTION 4

Universal Containers would like to report on the volume of products installed within a specific timeframe. What solution will help meet the customer's requirement?

- A. Utilize a Work Order related list on Asset.
- B. Utilize a custom "Installation Date" field on Asset.
- C. Utilize Field History Tracking on Asset.
- D. Utilize the standard "Installation Date" field on Asset.

Correct Answer: D

QUESTION 5

Universal Containers has a call center that responds to requests from customers and schedules time for Field Service Engineers (FSEs) to perform work on assets owned by the client. Call Center Agents are responsible for booking appointments.

Which permission set license should be assigned to the Call Center Agents?

- A. F5L Dispatcher License
- B. FSL Resource License
- C. FSL Admin License
- D. FSL Agent License

Correct Answer: D

QUESTION 6

A mobile technician uses parts present in their van to complete an on-site customer installation. The technician has marked the service appointment and work order as completed. They want to record the parts used in completing the job and adjust their van stock.

Where should the technician record this information?

- A. The Product Item Transactions Related List on the Product Item
- B. The Work Order Line Item associated with the completed Work Order
- C. The Products Consumed section on the Work Order
- D. The Product Request Line Item associated with the Product

Correct Answer: C

QUESTION 7

Universal Containers has an initiative to reduce their carbon footprint. What factor should a Consultant recommend using in a Scheduling Policy to meet the above requirement?

- A. Give the Minimize Travel Service Objective the highest weight.
- B. Remove the ASAP Service Objective.
- C. Remove the Match Location Work Rule.
- D. Add the Maximum Travel From Home Work Rule.

Correct Answer: A

QUESTION 8

A Field Service Technician wants the ability to view a list of currently available parts on another Technician's truck. The Technician will then have ability to request the part(s) from the other Technician. What should a Consultant recommend to view and transfer parts between Technicians?

- A. Build a solution to utilize the Work Order reporting module to view the truck stock and request transfer of stock.
- B. Build a solution to view the Technician's truck stock and create a custom process to request transfer to stock.
- C. Build a solution to utilize the Parts transfer functionality to view the truck stock and request transfer of stock.
- D. Build a solution to utilize the Asset inventory functionality to view the truck stock and request transfer of stock.

Correct Answer: A

QUESTION 9

Universal Containers (UC) wants to measure their adherence to specific SLAs for all Work Orders. In which order should a Consultant Implement the setup to achieve this requirement?

- A. Set UP Milestones, Create Entitlement records, Set Up Entitlements Process for Work Orders.
- B. Set Up entitlements Process for Work Orders, Set Up Milestones, Create Entitlement records.
- C. Set Up Milestones, Set Up Entitlements Process for Work Orders, Create Entitlement records.
- D. Create Entitlement records, Set Up Entitlements Process for Work Orders, Set Up Milestones.

Correct Answer: C

QUESTION 10

Universal Containers is outsourcing work to a third-party Contractor. This Contractor is committed to working 100 hours per week. How should this be configured in the system?

- A. Create 5 Resources with 20 hours available a week.

- B. Create a Resource with 20 hours available a day.
- C. Create 100 Service Appointments with Contractors as Required Resources.
- D. Create a Capacity-based Resource with 100 hours capacity a week.

Correct Answer: D

QUESTION 11

A Consultant is helping Universal Containers define its mobile approach.

Which requirement would lead a Consultant to recommend the Salesforce Field Service mobile app instead of the Salesforce mobile app?

- A. Support service processes with custom Lightning Components
- B. Visibility of Technicians with geolocation tracking
- C. Access to Lightning Knowledge articles
- D. Manage mobile fields available through configuration

Correct Answer: C

QUESTION 12

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. Update the Service Crew on the Service Appointment's WorkType.
- C. Use the Crew Management tool to add Service Resources to the Crew.
- D. Create a new Service Appointment with a different Crew.

Correct Answer: D

QUESTION 13

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?

- A. Add additional page to End Section of report.
- B. Add additional field to Address Section of report.

- C. Add additional filed toGeneral Section of report.
- D. Add additional image to Detail Section of report.
- E. Add additional dates in Date Section of report.

Correct Answer: ACE

QUESTION 14

Geolocationtracking is enabled for universal container\\'s for technician but should apply to full time employees.

How can Geolocation tracking for contractors to be disabled?

- A. Add the exclude technician from Geolocation tracking permission to a permission set and assign it to a contractor
- B. Unchecked the collect service resources Geolocation history field in field service mobile settings
- C. Unchecked the geocoding field on the contractor\\'s profile
- D. Set the Geolocation update frequency field to zero for contractors

Correct Answer: A

QUESTION 15

Each door lock that universal containers (UC) sells have a unique 20-digit code. The code represents the manufacturer, production run, and production number UC needs to track each lock in addition to the installed locks, all technician carry five replacement in their van stock

How should UC track the van stock door locks?

- A. Create a product item for each door lock utilizing standard field
- B. Create a product item with all the serial numbers in the noted section
- C. Create a product item and enter a serial number in related list
- D. Create a product item and enter technician lock quantity

Correct Answer: A

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