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

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### QUESTION 1

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

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### QUESTION 2

Which two configurations can companies add to brand the Field Service mobile app?

- A. Company logo
- B. Company Colors
- C. Company style sheets
- D. Company address

Correct Answer: B

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### QUESTION 3

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. Set the individual technicians as capacity-based service resources.
- B. Create the individual technicians as service crew members.
- C. Create the contractor manager as a crew service resource.
- D. Set the contractor manager as a capacity-based service resource.

Correct Answer: D

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#### QUESTION 4

In which two scenarios should a consultant recommend multi day service appointment? Choose 2 answers

- A. Jobs can take longer than the available resources hours in a day.
- B. jobs need to be performed at the same site on the same day of the week.
- C. jobs require multiple stages of work performed by different resources.
- D. jobs require consecutive days of work and can span over weekends.

Correct Answer: AD

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#### QUESTION 5

Universal Containers wants to track the work that is performed on the customer's install base.

What object relationship should the Consultant focus on to meet this requirement?

- A. Products to Accounts
- B. Assets to Products
- C. Work Orders to Assets
- D. Work Orders to Products

Correct Answer: D

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