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

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### QUESTION 1

Universal Containers has customers who have previously negotiated pricing on some products.

Which Price Book structure should a Consultant recommend when considering the implications of pricing on Work Orders\?

- A. Utilize a custom Global Price Book and add all products as Price Book Entries.
- B. Create customer-specific Price Books and add all products as Price Book Entries.
- C. Utilize a custom Global Price Book and add price-negotiated products as Price Book Entries.
- D. Create customer-specific Price Books and add only price-negotiated products as Price Book Entries.

Correct Answer: B

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### QUESTION 2

The Org-Wide Default sharing for a Service Appointment is set to Private.

If the Service Appointment is cancelled, which users will have visibility to the record?

- A. Owner of Service Appointment and members of User Territory
- B. Assigned Resources, Owner of Service Appointment and members of User Territory
- C. Assigned Resources, Owner of Service Appointment and members of Service Territory
- D. Owner of Service Appointment and members of Service Territory

Correct Answer: A

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### QUESTION 3

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

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#### QUESTION 4

An employee at universal container performs the role of a dispatcher and a technician. How should a consultant configure the field service lightning to support this behavior?

- A. Create one service resource and assign the relevant permission set license
- B. Create two skills records and assign them to service resources record
- C. Create two service resource and assign them to the employee
- D. Create one service resource and assign the technician and dispatcher role

Correct Answer: A

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#### QUESTION 5

Universal containers provides multiple service types (i.e., installation, maintenance, break/fix). Each service requires a variety of skills and certification for a resource to excel.

Which two configurations should a consultant implement to meet this requirement?

Choose 2 answer

- A. Assign the appropriate skills to resources.
- B. Use work types with required skills.
- C. Select the relevant work types for each resource.
- D. Create multiple work order line items per service.

Correct Answer: AB

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