FIELD-SERVICE-CONSULTANT^Q&As

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QUESTION 1

Universal Containers\\'s Technicians have 12 mandatory company holidays each calendar year. Technicians need to view all of their absence records at once. Which two applications should a Consultant recommend to meet this requirement? Choose 2 answers

A. Salesforce browser-based application

B. Salesforce Field Service mobile application

C. Custom mobile application

D. Salesforce mobile application

Correct Answer: AB

QUESTION 2

When a Universal Containers (UC) Technician installs a product at a customer site, the Technician must perform all future work for that customer.

Which process should the Consultant use to meet this requirement?

A. Add the Resource as a Required Resource on the Contact.

B. Add the Resource as a Required Resource on the Account.

C. Add the Resource as a Preferred Resource on the Work Order.

D. Add the Resource as a Preferred Resource on the Asset.

Correct Answer: B

QUESTION 3

Universal Containers (UC) is using Field Service and has customer meetings at UC\\'s offices. When booking meetings, they would like them to begin on hour, every hour, between 9am-5pm. How can this be achieved?

A. Use Territory-specific Operating Hours.

B. Use Customer Operating Hours.

C. Use Multiple Operating Hours with Slots for each hour.

D. Use Exact Appointments on the Work Types.

Correct Answer: A

QUESTION 4

Universal Containers is implementing Field Service Lightning and wants to make sure the dispatch team receives Work Orders with appropriate resource and timeframe requirements defined. What should a Consultant implement to achieve this requirement?

A. Work Types, Skill Routing, Skill Requirements, Operating Hours

B. Case process, Work Types, Entitlements, and Milestones

C. Skill Requirements, Work Types, Case Process, Milestones

D. Work Types, Skill Requirements, Entitlements, and Milestones

Correct Answer: A

QUESTION 5

Which configuration can universal containers use to brand the field service lightning mobile app?

A. Company colours

B. Company address

C. Company style sheets

D. Company logo

Correct Answer: D

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