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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

QUESTION 2

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 field to General 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 3

Universal Containers provides 24/7 service support to its customers. However, their Field Service Technicians have specified working hours. Which two items should the Consultant create? Choose 2 answers.

- A. Create operating hours for the Service Appointment.
- B. Create operating hours for the Service Resource.
- C. Create operating hours for the Optimization Engine.
- D. Create operating hours for the Service Territory.

Correct Answer: BD

**QUESTION 4**

Containers wants to offer their Field Technicians a more limited view of Work Orders and Service Appointments in the Field Service mobile app compared to their Dispatchers. What should a Consultant recommend so the Field Technician sees only the necessary fields?

- A. Field Technician Page Layouts
- B. Field Technician Visualforce Pages
- C. Field Technician Field Sets
- D. Field Technician Mini-Page Layouts

Correct Answer: A

QUESTION 5

Which three overview cards does the Field Service mobile app provide as context to Technicians on upcoming Service Appointments? (Choose three.)

- A. Product Catalog
- B. Site Details
- C. Asset History
- D. Contact
- E. Address

Correct Answer: BDE

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