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

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### QUESTION 1

universal container technicians have 12 mandatory company holidays each calendar year. Technician need 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 applications
- B. Custom mobile applications
- C. Field service lightning mobile applications
- D. Salesforce mobile applications

Correct Answer: AC

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### QUESTION 2

Universal Containers wants to allow Field Technicians to view work progress through the Work Order Line Item card in the Field Service mobile app. How can this be supported?

- A. Create a Report Chart that summarizes Work Order Line Items and add a link to the Lens on the Service Appointment Layout.
- B. Create a custom Visualforce page, add an external link from the Mobile app to view the page in the mobile browser.
- C. Add the Work Order Line Items Related List to the Work Order Page Layout and assign the Layout to the Technician's profile.
- D. Create a custom Lightning Component that displays Work Order progress and deploy it to Technicians through salesforce1.

Correct Answer: C

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### QUESTION 3

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

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

Correct Answer: BDE

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#### QUESTION 4

Universal Containers wants to represent and track a Bill of Material (BoM). What should a Consultant recommend?

- A. Use Assets and define a hierarchy.
- B. Use a custom object to model the BoM.
- C. Use an ERP to manage the BoM.
- D. Use Products and add to an Order.

Correct Answer: C

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#### QUESTION 5

Technician often need to generate reports in customer language.

Which configuration should the consultant recommend to meet the requirements?

- A. Update the language of the current user
- B. Update the default language of the organization
- C. Add the language field to the contact page layouts
- D. Add the service report language field to the work order page layout

Correct Answer: D

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