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

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### QUESTION 1

Universal Containers (UC) customers have asset scheduled to be moved between locations by field personnel. UC wants to implement a standard process focused on asset traceability. Which two objects should a Consultant recommend to meet this requirement? Choose 2 answers

- A. Work Orders
- B. Assets
- C. Cases
- D. Service Appointments

Correct Answer: AB

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### QUESTION 2

Universal Containers wants to reduce field service-related costs by cutting overtime pay and fuel expenses for internal employees when scheduling all service appointments.

Which two customizations should the consultant recommend to meet this requirement?

Choose 2 answers

- A. Select the new policy as the scheduling policy for the scheduled optimization job.
- B. Create a custom quick action for booking appointments and candidates that use the new scheduling policy.
- C. Create a new scheduling policy that includes service objectives in this order: minimize overtime, minimize travel, preferred service resource, skill level, resource priority, asap.
- D. Create a new scheduling policy that includes service objectives in this order: ASAP, Resource Priority, skill level, preferred services resource, minimize travel minimize overtime.

Correct Answer: AC

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### QUESTION 3

Universal Containers needs to implement a way to track all internal and external work associated with an inbound contact center request. How should a Consultant recommend tracking the work?

- A. Parent/Child Work Orders
- B. Cases Only
- C. Cases and Work Orders
- D. Work Orders only



Correct Answer: A

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#### QUESTION 4

Northern trail outfitters (NTO) asks its clients for feedback on every service visit.

NTO wants to dispatch the appropriate technicians based on customer feedback.

What are two ways the consultant can meet this requirement?

Choose 2 answers

- A. Configure and add excluded and required resource business objectives to scheduling policies.
- B. Configure customer preferences on the service resource record.
- C. Configure resource preferences on the account or work order.
- D. Configure and add excluded and required resource work rules to scheduling policies.

Correct Answer: CD

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#### QUESTION 5

A technician reported that the travel time calculated between appointments is often too short because job delays throughout the day.

Which setting should a consultant consider to improve travel time accuracy?

- A. Minimum grade, default operating hour
- B. Estimated travel time, minimize travel
- C. Travel speed unit, actual travel time
- D. Street level routing, Default travel speed

Correct Answer: D

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