



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

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### QUESTION 1

A Field Technician from Universal Containers arrived onsite for an appointment, and unfortunately the customer was not present. UC wants to ensure they can track these customer no-show events for future process improvement.

What process should a Consultant recommend to handle this situation?

- A. Set the existing Service Appointment status to Cannot Complete; Create a new Service Appointment against the same Work Order for the follow-up trip.
- B. Set the existing Service Appointment status to Complete; Create a new Work Order and Service Appointment for the follow-up trip.
- C. Set the existing Service Appointment status to In Progress; Create a new Work Order and Service Appointment for the follow-up trip.
- D. Set the existing Service Appointment status to Cannot Complete; Create a new Work Order Line Item for the follow-up trip.

Correct Answer: A

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### QUESTION 2

Universal Containers (UC) wants to standardize the process that process that agents use to create and maintain work orders which will help new agents ramp up more quickly and improve data quality and consistency. UC wants key fields, agent instructions and best practices displayed at each step of the Service process on the work order.

What should the consultant implement to meet this requirement?

- A. Add a lightning component to work orders.
- B. Enable path for work orders.
- C. Enable knowledge on work orders.
- D. Add compact layouts to work orders.

Correct Answer: C

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### QUESTION 3

Universal Containers's (UC) Technicians use the iOS Salesforce Field Service mobile app to track Service Appointments. UC requires some customers to sign their Service Reports when work is completed. The majority of UC's customers receive a Service Report without signature capture.

How should a Consultant configure Salesforce Field Service to support customer signatures?

- A. Build a Flow on the Service Appointment record.
- B. Install an AppExchange eSignature solution.



- C. Generate a Service Report with a Signature Type.
- D. Supply each Service Technician with a portable printer.

Correct Answer: B

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#### QUESTION 4

Universal Containers sells widgets with multiple components. Based on a problem reported by a customer, one or more of the components need to be replaced.

What should a Consultant recommend to accurately record the required work?

- A. ServiceAppointments and Service Appointment Line Items
- B. Work Orders with Products Consumed
- C. Work Orders with Work Order Line Items
- D. Work Orders with Service Appointments

Correct Answer: C

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#### QUESTION 5

Universal Containers\' DSO (Days Sales Outstanding) is at an all-time high, and they are evaluating way to shorten the collection time.

What will help reduce DSO?

- A. Require Technicians log all non-billable hours.
- B. Require customer signature on billable Work Orders
- C. Require approval on all Installations.
- D. Require Technicians sign-off on Work Orders.

Correct Answer: D

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