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**QUESTION 1**

When customers call in for support at AW Computing, a case is always created. If the issue cannot be solved without dispatching a technician, a workorder is created from the case. Milestones are currently being used on cases, and support operations would like to extend the use of milestones to the work orders. To meet this requirement, the system administrator added the milestone Lightning component to the work order Lightning record page. Technicians and managers are reporting that there are no milestones listed when viewing the record.

How should this issue be resolved?

- A. Make sure the case entitlement record is being shared with the service resource.
- B. Add work order milestones after the case milestones to the entitlement process.
- C. Ensure the work order entitlement is related to the same process as the case entitlement.
- D. Create a separate entitlement process associated to the work order object.

Correct Answer: D

QUESTION 2

Universal Containers have a call center that responds to requests from customers and schedules time for field service engineers (FSEs) to perform work on assets owned by the client. Call center agents are responsible for booking appointments.

Which permission set license should be assigned to the call center agents?

- A. FSL dispatcher license
- B. FSL agent license
- C. FSL admin license
- D. FSL resource license

Correct Answer: B

QUESTION 3

Universal Containers just started its field service implementation and is configuring service territories and locations. Need to be associated to territories.

In which two ways should the consultant show this relationship?

Choose 2 answers

- A. add the service territory location related list on the location page layout



- B. create the service territory location as a location lookup field.
- C. add the service territory location related list on the service territory page layout
- D. create the service territory location as a service territory lookup field.

Correct Answer: AC

QUESTION 4

A Client Service Representative (CSR) receives a call from a customer on Saturday. The CSR determines that the customer is covered, but the coverage is about to expire.

Which two upsell activities should the CSR consider? Choose 2 answers.

- A. Open a Case and inform Customer of weekend service pricing.
- B. Open a Case and send email with new Service Offerings.
- C. Open a Case and a renewal Opportunity for the Sales team.
- D. Open a Case and create a Work Order for the Dispatch Team.

Correct Answer: AB

QUESTION 5

technicians at Universal container use the field service lightning mobile app at a customer site. After completing th3 work technician updates the service appointment status to complete and save the records. Dispatcher see the appointment as dispatched on the console instead ofseeing the complete status update.

Which two troubleshooting steps should a consultant take to resolve the issue?

Choose 2 answers

- A. Conform the technician mobile device is online
- B. Investigate work order life cycle
- C. Verify the dispatcher ran the service appointment data job
- D. Review service appointment automation

Correct Answer: AD

QUESTION 6

Some Technicians report that they are unable to log in to the Salesforce Field Service mobile app. The Consultant confirmed that the Technicians have the Salesforce Field Service Resource License and Salesforce Field Service Resource Permissions assigned to them.



How should a Consultant provide access to the Salesforce Field Service mobile app?

- A. Modify the user's Profile.
- B. Update Public Group membership.
- C. Assign a Field Service Mobile License to the user.
- D. Modify the user record.

Correct Answer: C

QUESTION 7

Universal container want to dispatch group of service appointment to their technician the number of service appointment dispatched at the time varies among different service territories.

Which two settings should a consultant enable to ensure the service appointments are dispatched correctly?

- A. Set the number of services to drip feed on the service territories
- B. Set the service appointment to dispatch in the field service settings
- C. Enable sharing or dispatch service appointments
- D. Enable drip feed dispatching in field service settings

Correct Answer: AD

QUESTION 8

Universal container (UC) is rolling out inventory management to better manage parts and inventory. UC wants to automatically associate certain parts and products to work orders on creations based on the work to be performed.

How should the Consultant meet this requirement?

- A. Add product to the products required related list on the asset object
- B. Add product to the products required related list on the work type object
- C. Add product to the work order products related list on the work type object
- D. Add product to the work order products related list on the asset object

Correct Answer: B

QUESTION 9



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

QUESTION 10

Universal container wants its technician to follow a standard operating procedure (S O P) while performing maintenance on an individual asset. Each operation should be captured independently to allow technician to enter note and update status they progress with the work preventative maintenance should be with a single visit

Which data model should the consultant recommend to the universal container?

- A. Work order to represent the preventative maintenance on the asset - work order line item to represent the different operations - service appointment to represent the visit
- B. Service appointment to represent the preservative maintenance on the asset - work order line item to represent the different operations - work order to represent the visit
- C. Work order to represent the preventative maintenance on the asset - service appointment to represent the different operations - work orderline item to represent the visit
- D. Work order line item represent the preventative Maintenance on the asset - work order represent the different operations- service appointment to represent visit

Correct Answer: A

QUESTION 11

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 12

Universal container wants to ensure the technician has the correct equipment before arriving at a job site.

Which two considerations should the consultant take into account when configuring field service lightning?

Choose 2 answers

- A. Quantity and unit of measure are required when adding a required product
- B. Validation rule and triggers created on work order and work order line-item objects are automatically recreated for work
- C. Required product must be added to both work order and all work order line items
- D. Work type can be configured to include required products on the work order and work order line item

Correct Answer: BD

QUESTION 13

Northern trail outfitters (N T O) wants to automatically dispatch a technician's next two service appointments after the technician completes their current service appointment. NTO wants to be consistent across all of the service territories and control the number of service appointments that are pushed to the technician.

What automated processing should the consultant configure upon work order completion to dispatch the next two appointments?

- A. Create an apex trigger.
- B. Build a workflow rule.
- C. Configure an auto dispatch schedule job.
- D. Enable drip feed dispatch.

Correct Answer: D

QUESTION 14

Optimization for the Midwest territory is set to automatically run each night for the next three days. The Dispatcher has noticed that the optimizer is leaving many Service Appointments unscheduled and has asked the Consultant to troubleshoot the issue. The Consultant notices that the Optimization Run Time per Service Appointment is set to Low in the Field Service Settings.

Which two conditions would make the Consultant consider setting the optimizer to High?



Choose 2 answers

- A. The Scheduling Policy Used field is blank.
- B. The schedulingpolicy is producing too many candidates that qualify for each Service Appointment.
- C. Most service appointments have the same priority.
- D. The Calculate travel and breaks Field Service Setting is disabled for the Service Resource Availability work rule.

Correct Answer: BC

QUESTION 15

Universal Containers has implemented a Knowledge solution to provide Field Technicians with information necessary to complete assigned work. Which two capabilities will now be available?

- A. Attach Knowledge Articles to Work Order Line Items Only.
- B. Manage Attached Articles and Search the Knowledge Base.
- C. Attach Articles to Work Orders and Work Order Line Items.
- D. Include Quick Actions and Global Actions in Attached Articles.

Correct Answer: BC

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