

[Mar-2023 The Best Field Service Lightning program Field-Service-Lightning-Consultant Professional Exam Questions [Q107-Q122]

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Q107. 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?

- * Use Territory-specific Operating Hours.
- * Use Customer Operating Hours.
- * Use Multiple Operating Hours with Slots for each hour.
- * Use Exact Appointments on the Work Types.

Q108. Northern Trail Outfitters wants to improve overall responsiveness to customers.

Which Dispatch technique should the Consultant implement to provide the greatest schedule flexibility?

- * Enable Drip-feed to dispatch the next appointments.
- * Shuffle daily work manually via the Gantt.
- * Leverage Resource Schedule Optimization.
- * Configure the Auto Dispatch scheduled job.

Q109. Service appointments in a "cannot complete" status may indicate that an additional part or expert assistance is needed to complete the work. Universal Containers defined that service appointments in a "cannot complete" status are unable to be rescheduled or unscheduled for history tracking purposes.

Which two items should the consultant recommend to meet the requirement?

Choose 2 answers

- * Define "cannot complete" as a pinned status for auto-dispatch services.
- * Define "cannot complete" as a pinned status for scheduling and optimization services.
- * Ensure that status transitions are configured to prevent the update from "cannot complete" to "none";.
- * Ensure that status transition are configured to allow the status update from "cannot complete" to "scheduled";.

Q110. Universal Containers is evaluating a strategy for reducing the cost of service using automated scheduling.

Which two approaches will contribute to this goal? Choose 2 answers

- * Reduced Work Orders per Shift.
- * Reduced Overtime per Work Order.
- * Reduced Travel Time per Work Order.
- * Reduced Absences per Employee.

Q111. Universal Containers is expecting the amount of work to increase significantly over the next three weeks. They have decided to engage a new third-party Contract Provider to help with the additional work. How should a Consultant recommend Configuring the new Contractor?

- * Create a Capacity-based Resource and delete that Resource after three weeks.
- * Create a Resource and give them 24-hour availability for the next three weeks.
- * Create a Capacity-based Resource and give them 24-hour availability for the next three weeks.
- * Create a Capacity-based Resource and give them Capacity for the next three weeks.

Q112. universal containers are implemented field service lightning and wants to make sre the dispatch team receive work orders with appropriate resources and knowledge article requirement is defined What should a consultant recommend to achieve this requirement?

- * skill requirement work type and case process
- * work type skill routing skill requirements operating house and data categories
- * case process work types and record types
- * work types and skill requirements

Q113. Universal Containers has negotiated two key SLAS: 1) initial response and 2) overall resolution of issues related to installed products. What combination of Salesforce features should a Consultant recommend to support this use case?

- * Assets and Entitlements.
- * Assets and Service Contracts.
- * Accounts and Service Contracts.
- * Accounts and Assets

Q114. Universal Containers is receiving increased complaints about incomplete Work Orders. What option should a Consultant recommend to improve this situation?

- * Send an email CSAT survey.
- * Implement Validation Rules and Signature Capture.
- * Change the Scheduling Rules.
- * Decrease Resource Rant Score.

Q115. A Technician is onsite where there is no connectivity and is required to capture the customer's signature. What is the appropriate order of operations as the Technician goes back online?

- * Deliver Service Report, capture signature, update records, sync device.
- * Capture signature, sync device, update record, deliver Service Report.
- * Deliver Service Report, update record, sync device, capture signature.
- * Capture signature, update record, sync device, deliver Service Report.

Q116. 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?

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

Q117. Which three factors should the consultant consider when recommending a routing option?

Choose 3 answers

- * Aerial routing is used if a service appointment requires a travel distance of more than 200 kilometres

- * Multiday work schedule only aerial routing.
- * Street level routing incorporates Google map api and run faster than aerial routing
- * Aerial Routing is used if a service appointment requires a travel distance of more than 100 kilometres
- * Aerial routing computes the shortest distance between two locations based on a straight-line route

Q118. 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

- * Salesforce browser-based applications
- * Custom mobile applications
- * Field service lightning mobile applications
- * Salesforce mobile applications

Q119. Which configuration can Universal Containers use to brand the Salesforce Field Service mobile app?

- * Company style sheets
- * Company colors
- * Company logo
- * Company address

Q120. the org -wide default sharing for a service appointment Is set to private If the service appointment is cancelled, which users will have visibility to the record?

- * assigned resources, owner of service appointment and members of service territory
- * owner of service appointment and members of user territory
- * assigned resources, owner of service appointment and members of user territory
- * owner of service appointment and members of service territory

Q121. 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?

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

Q122. Northern Trail Outfitters (NTO) wants to track and report on individual tasks completed, including parts consumed and pricing details, as part of the Work Order completion process. NTO wants to schedule one or multiple tasks to different Technicians as needed.

How should the Consultant meet the requirement utilizing the standard Salesforce Field Service Data Model?

- * Create multiple Service Appointments, each with its own child Work Order Line Item.
- * Create Work Order Line Items, each with its own child Service Appointment.
- * Create multiple Service Appointments, each with its own child task records.
- * Create Custom Object records, each with its own child Service Appointment.

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