Field Service Lightning Consultant

1. Universal Containers would like to engage Contractors and Customers directly in their Field Service Solution. Which three options will provide read, write and edit access to Works Order objects? Choose 3 answers

- ☐ A. Customer Communities Plus

- ☐ B. Chatter Files Connect

- ☐ C. Chatter Customer Groups

- ☐ D. Partner Communities

- ☐ E. Customer Communities

Answer(s): A D E

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2. Universal Containers wants to provide a pro-formal invoice to their customer at the completion of a Work Order. Which three should a Consultant set up in order to achieve this requirement?

- ☐ A. Create Account-wide Discounts.

- ☐ B. Apply Promotion to the Work Order.

- ☐ C. Apply Price Book to the Work Order.

- ☐ D. AppCreate Products and Price Book Entries.

- ☐ E. Create Work Order Line Items with Products.

Answer(s): C D E

3. Universal Containers is concerned about the decrease in Asset Uptime metrics. Which two actions should a Consultant recommend?

A. Establish a Preventative Maintenance program for their install base.

B. Integrate IoT data from their install base to detect asset issues.

C. Launch a feedback survey to their install base and follow up on results.

D. Review existing contracts for obsolete provisions and requirements.

Answer(s): A

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4. Universal Containers wants to track how much time each Technician is actively working each day. Which two data elements should be captured in order to calculate percentage of time spend actively working.

☐ A. Technician hours at client location.

☐ B. Technician work orders completed

☐ C. Technician hours traveling

☐ D. Technician hours per day.

Answer(s): A D

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5. Universal Containers wants to reduce their mean-time-to-service. Which three Field Service processes should a Consultant recommend to accomplish this goal? Choose 3 answers.

☐ A. Adjust Scheduling Policy

☐ B. Knowledge Base

☐ C. Customer Entitlements

☐ D. Dispatching

☐ E. Scheduling

Answer(s): A B D

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6. Universal Containers has enabled Field Service Lightning and is looking to enable Entitlements for Work Orders. What should a Consultant take into consideration?

A. Managing page layouts and milestone trackers can be done in salesforce1.

B. Creating Entitlements for Cases and Work Orders must be separated.

C. Managing page layouts and validation rules can be done in Salesforce Lightning.

D. Creating Entitlements for Work Orders requires Lightning to be enabled.

Answer(s): B

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7. Approximately 70% of Universal Containers' site visits are inspections and quotation sessions that take roughly the same amount of time and same set of resource skills to complete. What should a Consultant recommend to streamline the creation of these work orders?

A. Train Technicians to use Duplicate Work Order feature.

B. Launch the Work Order Standardization Wizard.

C. Create a standard set of Work Order Line Items.

D. Create Work Types for use on Work Orders

Answer(s): D

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8. Universal Containers is experiencing an issue where Technicians are repeatedly called back to a job that has been completed in the past. How should a Consultant recommend this information be tracked?

A. Create a new Work Order and relate it to the previous Work Order.

B. Create a new Work Order and relate it to the Customer.

C. Update a field called "Repeat Call" on the initial Work Order.

D. Create new Work Order Line Items under the initial Work Order.

Answer(s): A

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9. 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 object should a Consultant recommend to meet this requirement? Choose 2 answers

☐ A. Work Orders

☐ B. Assets

☐ C. Cases

☐ D. Service Appointments

Answer(s): A B

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10. 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?

A. Create a Capacity-based Resource and delete that Resource after three weeks.

B. Create a Resource and give them 24-hour availability for the next three weeks.

C. Create a Capacity-based Resource and give them 24-hour availability for the next three weeks.

D. Create a Capacity-based Resource and give them Capacity for the next three weeks.

11. Which two configurations can companies add to brand the Field Service mobile app?

A. Company logo

B. Company Colors

C. Company style sheets

D. Company address

12. Universal Containers' Customers typically like to be served by the same Technician that completed the initial installation.
How should a Consultant implement this rule?

A. Add all other Resources as Excluded Resources.

B. Add the Resource as a Required Resource.

C. Add the Resource as a Preferred Resource.

D. Add the Account as one of the Resource Skills.

13. Universal Containers (UC) wants to measure their adherence to specific SLAs for all Work Orders. In which order should a Consultant Implement the setup to achieve this requirement?

A. Set UP Milestones, Create Entitlement records, Set Up Entitlements Process for Work Orders.

B. Set Up entitlements Process for Work Orders, Set Up Milestones, Create Entitlement records.

C. Set Up Milestones, Set Up Entitlements Process for Work Orders, Create Entitlement records.

D. Create Entitlement records, Set Up Entitlements Process for Work Orders, Set Up Milestones.

Answer(s): C

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14. Universal Containers wants to help their dispatchers determine the length of time a Work Order should last. What should the Consultant implement to help achieve this goal?

A. Work Types with an Estimated Duration.

B. Operating Hours for Customer Accounts.

C. Work Orders with Operating Hours.

D. Work Types with Service Level Agreement.

Answer(s): A

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15. Universal Containers wants to provide Dispatchers with Account and Asset details when they hover over each Service Appointment. How should a Consultant recommend implementing this feature?

A. Create CSS in the Dispatcher's Console.

B. Add Fields on the Page Layout.

C. Use Lookup Fields.

D. Configure Field Sets on the Service Appointment.

Answer(s): D

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16. Universal Containers' (UC) product named "Widget 1" should always receive phone support when an issue is logged against the product. A UC customer calls regarding an issue on "Widget 1" at their location. What should be implemented to ensure the customer's case automatically receives remote technical support?

A. Create an Entitlement Template on the Product.

B. Create a Workflow Rule on the Case.

C. Create a Milestone on the Product.

D. Create a Visualforce Page on the Case.

Answer(s): C

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17. Universal Containers (UC) uses Service Contract based Entitlements to determine their Service Level Agreements. UC would like to track adherence to Service Contract SLAS. Where would UC apply an Entitlement record to track the specific Service Contract SLAS?

A. Work Order Line Items

B. Service Contract

C. Work Order

D. Account

Answer(s): D

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18. Universal Containers schedules jobs that require multiple steps when on-site. They would like to add a new status to the existing status flow. Which two configurations need to be set up? Choose 2 answers.

☐ A. Add the allowed Status Transitions in Field Service Settings.

☐ B. Add new Status to the Work Order

☐ C. Add the Status Transitions to the Technicians' Profile.

☐ D. Add new Status to the Service Appointment.

Answer(s): C D

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19. Universal Containers maintains their service level agreements at the customer level only. How can a Consultant ensure agents can verify coverage?

A. Create Milestones, set up Entitlement Process, display the related List on the Work Order Page Layout.

B. Set up Entitlement Process, set up Service Contracts, display the related List on the Contact page Layout.

C. Create Contract Line Items, set up Entitlement Process, display the related List on the Asset Page Layout.

D. Create Milestones, set up Entitlement Process, display the related List on the Account Page Layout.

Answer(s): D

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20. What set of configurations make up Scheduling Policies and let companies adhere to their business constraints and preferences?

A. Service Objectives and Work Types

B. Service Objectives and Work Rules

C. Service Levels and Work Rules

D. Service Contracts and Service Levels.

Answer(s): B