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QUESTION 1

Universal Containers would like to provide Field Service Technicians the ability to capture details and customer approval on completed work so that the details can be compiled and sent to the customer electronically. What should a Consultant recommend to meet this requirement?

- A. Create a Process Builder to generate a report.
- B. Create a custom report.
- C. Use the standard Service Report
- D. Use the standard Work Order email template.

Correct Answer: C

QUESTION 2

Universal Containers wants to track Technicians' van stock using the Salesforce Field Service mobile app and ensure that Technicians report when parts are used.

Which three data elements should a Consultant recommend tracking to support these requirements?

Choose 3 answers

- A. Inventory
- B. Warehouse Locations
- C. Products Consumed
- D. Products Required
- E. Mobile Locations

Correct Answer: CDE

QUESTION 3

Which two features on the Dispatcher Console should the Consultant use to visualize Rule Violating Service Appointments? Choose 2 answers

- A. Color Palettes
- B. Gantt
- C. Gantt Map
- D. Appointment List

Correct Answer: BD



QUESTION 4

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.

Correct Answer: C

QUESTION 5

Northern Trail outfitters (NTO) want to track the report on individual tasks completed, including part consumed and pricing details, as part of the work order completion process. NTO want to schedule one or multiple tasks to the different technician as needed.

How should the consultant meet the requirements utilizing the standard field service lightning data model?

- A. Create work order line item, each with its own child service appointment
- B. Create a multiple service appointment, each with its own child task records
- C. Create a multiple service appointment each with its own child work order line item
- D. Create a custom object records, each with its own child service appointment

Correct Answer: A

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