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QUESTION 1

To prepare for an upgrade, a mobile technician creates a product request for three circuit boards to be sent from the main warehouse to the customer site. The completed job needs two of the boards. Which two Field Service tools should the technician use to return the unused circuit board to the warehouse? Choose 2 answers

A. Work Order

B. Return Order

C. Product Transfer

D. Product Receipt

Correct Answer: BD

QUESTION 2

Universal Containers wants to equip their field technicians with access to helpful information when they are in the field. What solution should a Consultant recommend to satisfy this requirement?

A. Attachments on Cases.

B. Knowledge Base on Cases.

C. Custom Links on Work Orders.

D. Knowledge Base on Work Orders.

Correct Answer: D

QUESTION 3

What is the most efficient way for a Consultant to keep Technicians proactively informed about updates to their Service Appointments and Work Orders in the Field Service mobile app?

A. Utilize Schedules Jobs from the Field Service Admin app.

B. Enable Notifications in Field Service Settings.

C. Utilize Triggers to send emails to relevant users.

D. Enable Push Notifications in the Service Console app.

Correct Answer: B

QUESTION 4

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 5

Universal containers wants to dispatch emergency work identified throughout the day that needs to completed before lower-priority work.

What should the consultant recommend to meet this requirement?

A. Create a custom Gantt action to call an apex class to reschedule appointments.

B. Write a batch apex class to unscheduled low priority work orders.

C. Define a global optimization job to run hourly.

D. Apply the reshuffle action within the Gantt.

Correct Answer: D

QUESTION 6

When completing a work order in the field, the technician needs to capture two signatures to ensure compliance.

Which steps are needed to configure the signatures capture?

A. create two service reports and add one signature block to each

B. create relevant signature types and add signature blocks to the service report template.

C. create a flow that adds tow signature blocks when the service report is generated

D. create two costume fields for the service appointment and use flows to capture each signature

Correct Answer: B

QUESTION 7

How should the consultant recommend visualizing the highest revenue generating service appointments on the Gantt?

A. Add the relevant field to the field set.

B. Use map report layers.

C. Color code using Gantt palettes.

D. Create a Gantt action to highlight.

Correct Answer: C

QUESTION 8

Universal Containers (UC) wants to customize Service Reports provided to customers at sign-off. Which three options are available through configuration in Field Service Lightning?

A. Add additional page to End Section of report.

B. Add additional field to Address Section of report.

C. Add additional filed to General Section of report.

D. Add additional image to Detail Section of report.

E. Add additional dates in Date Section of report.

Correct Answer: ACE

QUESTION 9

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 10

Universal Containers wants to limit their Technicians\\' view of Work Orders and Service Appointments in the Salesforce Field Service mobile app. What should a Consultant recommend to control their Technicians\\' view?

A. Mini-Page Layouts

B. Page Layouts

C. Visualforce Pages

D. Field Sets

Correct Answer: B

QUESTION 11

Technicians at Universal Containers use the Salesforce Field Service mobile app at customer sites. After completing work, the Technician updates the Service Appointment status to Complete and saves the record. Dispatchers see the appointment as Dispatched on the console instead of seeing the Complete status update.

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

Choose 2 answers

A. Confirm the Technician\'s mobile device is online.

B. Review Service Appointment automation.

C. Verify the Dispatcher ran the Service Appointment data Job.

D. Investigate the Work Order lifecycle.

Correct Answer: AB

QUESTION 12

Universal Containers (UC) has enabled Salesforce Field Service and installed the managed package. UC wants to ensure that Technicians can update their own appointments\' status using the Dispatcher console Gantt chart.

Which steps should the Consultant take to meet these requirements?

A. Create Permission Sets and assign the Salesforce Field Service Mobile Permission Set to Service Resources.

B. Create Permission Sets and assign the Salesforce Field Service Admin Permission Set to Service Resources.

C. Create Permission Sets and assign the Salesforce Field Service Scheduling and Mobile Permission Sets to the Resource profile.

D. Create Permission Sets and assign the Salesforce Field Service Resource Permission Set and Scheduling license to each Technician.

Correct Answer: C

QUESTION 13

Universal Containers wants service managers to quickly Identify location and status changes in the lifecycle of a specific component in a customer\'s install base. What should a Consultant utilize to track the lifecycle?

A. A Work Order related list on Assets

B. Custom fields for change tracking on Assets

C. Field History Tracking on Assets

D. A Product related list on Assets

Correct Answer: D

QUESTION 14

A Technician at Universal Containers (UC) is responsible for servicing multiple Assets at a customer site during a single visit. UC wants to minimize impact for the customer and consolidate work for its Technician.

What should the Consultant recommend to meet this requirement?

A. Create and schedule independent Work Orders for each Asset, each with a Service Appointment.

B. Create and schedule a Service Appointment with a single Work Order with Work Order Line Items for each Asset.

C. Create designated Time Slots to ensure appropriate time is held to accommodate these types of visits.

D. Create a single Work Order with Work Order Line Items for each Asset, each with a Service Appointment.

Correct Answer: B

QUESTION 15

Universal container want to offer customers a maintenance plan that provides 12 monthly checkups the customer will call to schedule each visit.

How should consultant configure the maintenance plan to meet the requirements

A. Set frequency to 1 month; generation time frame 0; Check auto generate work order

B. Set frequency to 1 month; generation time frame 0; uncheck auto generate work order

C. Set frequency to 1 month; generation time frame 12; uncheck auto generate work order

D. Set frequency to 1 month; generation time frame 12; Check auto generate work orderc

Correct Answer: B

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