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SalesForce

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Field Service Lightning Consultant

Question: 199

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.

Answer: A,B

Question: 200

Universal Containers wants to automatically create Work order Line Items based on the products being serviced.

How can this be achieved?
A . With Entitlement Templates
B . With Workflows
C . With Process Builder
D . With Work Order Types.

Answer: C

Question: 201

Universal Containers has noticed that with every new product release there is a rise in customer reported Cases and a decrease in first-time fix-rate.

Which two recommendations should a Consultant make? (Choose two.)
A . Publish pre-release documentation on the Customer Community.
B . Publish training documentation in a closed Chatter group.
C . Increase training to Sales Representatives.
D . Increase training to Field Service Technicians.

Answer: AD

Question: 202

Universal Containers has Role-based Technicians and Managers who handle Service Appointments. Many times, Technicians arrive on-site but are unable to gain access to the customer's equipment. In this scenario, only the Manager has permission to cancel the Service Appointment.

Who should a Consultant recommend adhering to this business process?
A . Assign Permission Sets that allow Status Transitions.
B . Allow Status Transitions based on Role.
C . Limit Status Transitions based on Profile.
D . Configure Status Transitions based on Resource Type.

Answer: C

Question: 203

In the Dispatch Console, when viewing the Map, which three data elements can be presented to the Dispatcher?
(Choose three)
A . Google Traffic Data
B . Service Appointment Dependencies
C . Resource's Home Base
D . Service Appointments
E . Resources Travel Speed

Answer: ACD

Question: 204

Universal Containers wants Field Technicians to capture customer authorization via a signature through Salesforce
mobile app.

What should a Consultant recommend?
A . Create a Quick Action on the Service Appointment to launch a Visualforce signature page.
B . Create an Approval Process from the Service Appointment for the customer's Authorization.
C . Create a Checkbox on the Service Appointment that will capture the customer's Authorization.
D . Create a custom text field to capture the customer's signature on Salesforce mobile app.

Answer: C

Question: 205

Universal Containers wants their Technicians to record an Asset Number using a barcode scanner when completing
Work Orders.

What field type should be configured to capture this information?
A . Barcode
B . Date
C . Formula
D . Text

Answer: D

Question: 206

Which NSX CLI command is used to check the GENEVE tunnel status on ESXi transport node?
A . get host-switch <Host-Switch-Name> tunnels
B . get host-switch <Host-Switch-Name> tunnel status
C . get transport-node tunnel state
D . get transport-node tunnel status

Answer: A

Question: 207

Universal Containers is tracking customer issues in their call center. Sometimes this requires a Technician to be on-site at the customer's location.

What set of steps should a Consultant recommend to dispatch the Technician?
A . Create Case, Create Service Appointment, Create Work Order, Dispatch Service Appointment.
B . Create Work Order, Create Case, Dispatch Work Order, Create Service Appointment.
C . Create Service Appointment, Create Work Order, Create Case, Dispatch Service Appointment.
D . Create Case, Create Work Order, Create Service Appointment, Dispatch Service Appointment.

Answer: D

Question: 208

Universal Containers wants the Ability for their Field Technicians to log sales opportunities associated with their Work Orders.

What configuration should a Consultant implement so Field Technicians can easily achieve this through the Field Service mobile app?
A . Quick Action on Opportunity to Create Work Order
B . Quick Action on Opportunity to Create Work Order Line Item
C . Quick Action on Work Order to create Opportunity
D . Quick Action on Work Order Line Items to create Opportunity

Answer: C

Question: 209

Universal Containers wants to invoice its customers for the parts used when performing repairs on installed Assets.

What should a Consultant recommend to track the price of the parts consumed?
A . Use Products and Price Books to track the price.
B . Use Opportunity Line Items and Price Books to track the price.
C . Use a custom object to model the Work Order pricing and price.
D . Use Assets and Products to track the price.

Answer: A

Universal Containers has a Partner Community. Work Orders are assigned to these partners. Partners are not interacting with Service Appointments or Service Resources.

How would a Partner user update the Work Order record from a mobile Device?
A . Field service mobile app
B . Salesforce mobile app
C . Work Order records cannot be updated on a mobile device
D . Salesforce Touch

Answer: B

Universal Containers wants to reduce their mean-time-to-service.

Which three Field Service processes should a Consultant recommend to accomplish this goal? (Choose three.)
A . Adjust Scheduling Policy
B . Knowledge Base
C . Dispatching
D . Customer Entitlements
E . Scheduling

Answer: ABC

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Answer: AB

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 the hour, every hour, between 9am-5am.

How can this be achieved?

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

Answer: B

Question: 214

What is the correct routing match to reach 172.16.1.5/32?
A . 172.16.1.0/26
B . 172.16.1.0/25
C . 172.16.1.0/24
D . the default route

Answer: A

Question: 215

Universal Containers wants to track the total associated price when servicing Work Orders for Customers.

Which two of the following should a Consultant recommend? (Choose two.)
A . Use Work Order and Work Order Line Items.
B . Use a custom object to model the Work Order pricing.
C . Use the Einstein Pricing Configurator.
D . Set up Products and Price Books.

Answer: AD

Question: 216

Universal Containers performs service on field assets that require a sequence of work tasks. A Consultant has recommended Work Order Line Items to manage the tasks and assets/parts necessary to manage the work.

Which two of the following must be considered as part of this solution to ensure Work Orders are properly completed? (Choose two.)
A . Use of Work Order Line Items that automatically inherit the hierarchy of Assets attached to Work Order.
B . Use of a parent-child Work Order Line Item to create a Work Order Line Item hierarchy.
C . Use of Work Order Line Items to link to a specific Asset within the Asset Hierarchy that represents the Bo
E . Use of Standard Reports to view Parent and Work Order Lines Items within Work Orders by Customer.

Answer: BC

Question: 217

Universal Containers maintains their service level agreements at the customer level only.

How can a consultant ensure agents can verify coverage?

A . Set up Entitlement Process, set up Service Contracts, display the related List on the Contact Page Layout.
B . Create Milestones, set up Entitlement Process, display the related List on the Work Order Page Layout.
C . Create Milestones, set up Entitlement Process, display the related List on the Account Page Layout.
D . Create Contract Line Items, set up Entitlement Process, display the related List on the Asset Page Layout.

Answer: C

SAMPLE QUESTIONS

*These questions are for demo purpose only. **Full version** is up to date and contains actual questions and answers.*

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