



Salesforce

Exam Questions Field-Service- Lightning-Consultant

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**Question: 1**

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 field to General Section of report.
- D. Add additional image to Detail Section of report.
- E. Add additional dates in Date Section of report.

Answer: A C E

Question: 2

Universal Containers wants ensure that inventory needed for repair jobs is tracked and managed so Technicians have the material for their jobs. Which two ways should a Consultant recommend tracking these inventory requirements in Salesforce? Choose 2 answers

- A. Products Required for Service Resources
- B. Products Required for Service Appointments
- C. Products Required for Work Order Line Items
- D. Products Required for Work Orders

Answer: C D

Question: 3

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: A D

Question: 4

Universal Containers (UC) wants to better understand their service business and Field Service Technician terms' schedules. A Consultant suggested UC start to forecast and plan. Which two abilities does forecasting and planning provide?

- A. Proactively adjust Service Contracts.
- B. More accurately assign Work Orders based on skills.
- C. Proactively adjust to address demand fluctuations.
- D. More consistently meet customer response times.

Answer: B C

Question: 5

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

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