

Practice Exam Questions



Implementing Field Service Lightning



EXAMAIDES

PASS YOUR EXAM AT FIRST TRY

Total Question: 105 QAs

Question No: 1

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.

Answer: D

Question No: 2

Universal Containers is deploying Field Service Lightning in Europe, where pricing varies by country. What Price Book structure is recommended?

- A. Utilize a standard Price Book specific to each country.
- B. Utilize the standard Price Book with pricing rules applied.
- C. Utilize a custom Price Book specific to each country.

Answer: C

Question No: 3

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: D

Question No: 4

Universal Containers wants to have more control over the geography in which their Technicians are performing work. What capability should a Consultant enable?

- A. Service Territories
- B. Geotracking
- C. Territory Management
- D. Location Management

Answer: A

Question No: 5

Universal Containers needs to implement a way to track all internal and external work associated with an inbound contact center request. How should a Consultant recommend tracking the work?

- A. Parent/Child Work Orders
- B. Cases Only

C. Cases and Work Orders

D. Work Orders only

Answer: A

Question No: 6

Universal Containers provides 24/7 service support to its customers. However, their Field Service Technicians have specified working hours. Which two items should the Consultant create? Choose 2 answers.

A. Create operating hours for the Service Appointment.

B. Create operating hours for the Service Resource.

C. Create operating hours for the Optimization Engine.

D. Create operating hours for the Service Territory.

Answer: B,D

Question No: 7

Universal Containers has a large field service team with complex logistics process. Some of the field service data and pricing is managed in applications outside of Salesforce. The Consultant recommended bringing some data into Salesforce to streamline reporting for Field Service Managers. What report would be improved by integrating financial data from an outside system?

A. First time fix rate: The percentage of on-site service requests resolved on the first visit.

B. Service Technician utilization: Technician wrench time per month divided by the number of work hours in a given month.

C. Average time to repair: The average time required to repair or install an asset.

D. Truck roll cost per customer: The need to dispatch a Service Technician to go on-site to repair or install an asset or respond to a service call.

Answer: B

Question No: 8

A Universal Containers' (UC) Technician is completing a service appointment, but is unable to finish one of the tasks defined on the Work Order Line Items because of insufficient Inventory. Assuming UC is using the standard Work Order and Line Item status picklist values, how should the work be recorded?

A. Mark all completed Work Order Line Items as "Completed." Mark the incomplete Work Order Line Item as "Cannot Complete" and enter details in the Description field. Mark the parent Work Order as "Cannot Complete".

B. Mark all Work Order Line Items as "Cannot complete," including the incomplete Work Order Line Item; mark the parent Work Order as "In Progress."

C. Mark all completed Work Order Line Items as "Completed." Mark the incomplete Work Order Line Item as "Cannot Complete" and enter details in the Description field. Mark the parent Work Order as "Closed"

D. Mark all completed Work Order Line Items as "Completed." Mark the incomplete Work Order Line Item as "Cannot Complete," and enter details in the Description field. Mark the parent Work Order as "Cancelled."

Answer: A

Question No: 9

Containers wants to offer their Field Technicians a more limited view of Work Orders and Service Appointments in the Field Service mobile app compared to their Dispatchers. What should a Consultant

recommend so the Field Technician sees only the necessary fields?

- A. Field Technician Page Layouts
- B. Field Technician Visualforce Pages
- C. Field Technician Field Sets
- D. Field Technician Mini-Page Layouts

Answer: A

Question No: 10

Universal Containers' DSO (Days Sales Outstanding) is at an all-time high, and they are evaluating way to shorten the collection time. What will help reduce DSO?

- A. Require Technicians log all non-billable hours.
- B. Require customer signature on billable Work Orders
- C. Require approval on all Installations.
- D. Require Technicians sign-off on Work Orders.

Answer: D

Question No: 11

The Dispatcher at Universal Containers would like to schedule Service Appointments from the Dispatcher's Console while taking the Scheduling Policy into consideration. Which three options are available to the Dispatcher? Choose 3 answers

- A. Select a Service Appointment from the list, press the "Edit" action and allocate the Resource.
- B. Select a Service Appointment from the list and press the "Schedule" action.
- C. Select multiple Service Appointments from the list and bulk schedule them.
- D. Select a Service Appointment from the list, press the "Candidates" action, and select the best time slot.
- E. Select a Service Appointment from the list, press the "Change Status" action and "Dispatch."

Answer: B,C,E

Question No: 12

Universal Containers wants to invoice its Customer 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 Opportunity Line Items and Price Books to track the price.
- B. Use Products and Price Books to track the price.
- C. Use Assets and Products to track the price.
- D. Use a custom object to model the Work Order pricing and price.

Answer: C

Question No: 13

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 Work Order Line Items to Create Opportunity
- C. Quick Action on Work Order to Create Opportunity
- D. Quick Action on Opportunity to Create Work Order Line Item

Answer: C

Question No: 14

Universal Containers wants to allow Field Technicians to view work progress through the Work Order Line Item card in the Field Service mobile app. How can this be supported?

- A. Create a Report Chart that summarizes Work Order Line Items and add a link to the Lens on the Service Appointment Layout.
- B. Create a custom Visualforce page, add an external link from the Mobile app to view the page in the mobile browser.
- C. Add the Work Order Line Items Related List to the Work Order Page Layout and assign the Layout to the Technician's profile.
- D. Create a custom Lightning Component that displays Work Order progress and deploy it to Technicians through salesforce1.

Answer: D

Question No: 15

The CFO for Universal Containers wants Work Orders to remain open until the Customer Service Report is sent. Which two items should a Consultant implement to ensure Work Orders cannot be closed? Choose 2 answers.

- A. Custom Work Order Escalation Rules
- B. Custom Validation Rule on Work Orders
- C. Custom Approval Process on Work Orders
- D. Custom Work Order Status with Category

Answer: B,D

Question No: 16

Universal Containers wants to monitor Customer Satisfaction (CSAT) after a Work Order is complete. How can CSAT information be collected?

- A. Add the CSAT Visualforce page to the Work Order.
- B. Install the Survey Snap-in for CSAT capture.
- C. Install an AppExchange Package.
- D. Enable the CSAT Quick Action for Work Orders.

Answer: C

Question No: 17

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: C,D

Question No: 18