

Product Questions: 281

Version: 13.1

Question: 1

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

Explanation:

Question: 2

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

Explanation:

Question: 3

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.

Answer: C

Explanation:

Question: 4

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

Explanation:

Question: 5

Universal Containers is implementing Field Service Lightning in multiple European Countries, where pricing varies by product. Which two options should a Consultant recommend when considering the setup and configuration of Price Books?

- A. Utilize Standard Global Service Price Book Entries.
- B. Utilize multiple country-specific Price Books.
- C. Utilize country-specific Price Book Entries.
- D. Utilize the standard Salesforce Price Book.

Answer: D

Explanation:

Question: 6

Universal Containers wants to encourage their Technicians to identify sales opportunities in the field. Which option should a Consultant recommend?

- A. Log a follow-up task on the Work Order.
- B. Call the Sales Team with the Opportunity.
- C. Create a custom field on the Work Order.
- D. Create a Quick Action to create the Opportunity.

Answer: D

Explanation:

Question: 7

Universal Containers has implemented a Knowledge solution to provide Field Technicians with information necessary to complete assigned work. Which two capabilities will now be available?

- A. Attach Knowledge Articles to Work Order Line Items Only.
- B. Manage Attached Articles and Search the Knowledge Base.
- C. Attach Articles to Work Orders and Work Order Line Items.
- D. Include Quick Actions and Global Actions in Attached Articles.

Answer: B, C

Explanation:

Question: 8

Which two configurations can companies add to brand the Field Service mobile app?

- A. Company logo
- B. Company Colors
- C. Company style sheets
- D. Company address

Answer: B

Explanation:

Question: 9

Universal Containers has negotiated two key SLAS: 1) initial response and 2) overall resolution of issues related to installed products. What combination of Salesforce features should a Consultant recommend to support this use case?

- A. Assets and Entitlements.
- B. Assets and Service Contracts.
- C. Accounts and Service Contracts.
- D. Accounts and Assets

Answer: A

Explanation:

Question: 10

Universal Containers wants to provide a pro-formal invoice to their customer at the completion of a Work Order. Which three should a Consultant set up in order to achieve this requirement?

- A. Create Account-wide Discounts.
- B. Apply Promotion to the Work Order.
- C. Apply Price Book to the Work Order.

- D. AppCreate Products and Price Book Entries.
- E. Create Work Order Line Items with Products.

Answer: C, D, E

Explanation:

Question: 11

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.

Answer: C

Explanation:

Question: 12

Universal Containers wants their Technicians to capture potential up-sell opportunities identified during site visits that will then be addressed by the inside sales team. What Configuration will support this requirement?

- A. Create a Service Appointment Quick Action to create a Lead record and add it to the appropriate page layout.
- B. Create a Web-to-Lead page that submits to the inside sales team. Add a link to the Case Page Layout.
- C. Create a Public Group for the inside sales team, and share Work Orders to the group via Sharing Rules.
- D. Configure a Flow against Cases that auto-creates leads and assigns them to the insides sales team Queue.

Answer: D

Explanation:

Question: 13

Universal Containers wants their Field Technicians to indicate if any of their Service Appointments are at risk of not being completed on time. They would like for this to be achieved on a mobile device using a Quick Action. What should a Consultant recommend to achieve this requirement?

- A. Update the Service Appointment Status field.
- B. Update the Service Appointment field "In Jeopardy."
- C. Update the Service Appointment Chatter feed.

D. Reschedule the Service Appointment for later.

Answer: C

Explanation:

Question: 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

Explanation:

Question: 15

Universal Containers has external resources who only report back once a Service Appointment has been completed. All Internal resources need to report incremental progress on Service Appointments. How should a Consultant recommend implementing statuses to support these different user groups?

- A. Configure Status Transitions based on Resource Type.
- B. Limit Status Transition based on Profile.
- C. Allow Status Transitions based on Role.
- D. Block Status Transitions using a Validation Rule.

Answer: B

Explanation:

Question: 16

Universal Containers wants to use Work Types, since many of their Work Orders require the same Field Service Technician skills. What should the Consultant consider when using Work Types?

- A. A change to the skills on a Work Type will affect the required skill on Work Orders previously created from that Work Type.
- B. A Work Order inherits the Work Types required skills; however, the user has the ability to add/remove skills on the Work Order.

- C. An existing Work Order Line Item will inherit the required skill of a Work Type, regardless of any existing required skills.
- D. A Work Order Line Item will inherit their parent Work Order's Work Type Skills, and the user is unable to make additional changes.

Answer: B

Explanation:

Question: 17

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

Explanation:

Question: 18

Universal Containers is experiencing an issue where Technicians are repeatedly called back to a job that has been completed in the past. How should a Consultant recommend this information be tracked?

- A. Create a new Work Order and relate it to the previous Work Order.
- B. Create a new Work Order and relate it to the Customer.
- C. Update a field called "Repeat Call" on the initial Work Order.
- D. Create new Work Order Line Items under the initial Work Order.

Answer: A

Explanation:

Question: 19

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

Explanation:

Question: 20

Universal Containers wants to represent and track a Bill of Material (BoM). What should a Consultant recommend?

- A. Use Assets and define a hierarchy.
- B. Use a custom object to model the BoM.
- C. Use an ERP to manage the BoM.
- D. Use Products and add to an Order.

Answer: C

Explanation:

Question: 21

A Technician is onsite where there is no connectivity and is required to capture the customer's signature. What is the appropriate order of operations as the Technician goes back online?

- A. Deliver Service Report, capture signature, update records, sync device.
- B. Capture signature, sync device, update record, deliver Service Report.
- C. Deliver Service Report, update record, sync device, capture signature.
- D. Capture signature, update record, sync device, deliver Service Report.

Answer: D

Explanation:

Question: 22

Universal Containers is concerned about the decrease in Asset Uptime metrics. Which two actions should a Consultant recommend?

- A. Establish a Preventative Maintenance program for their install base.
- B. Integrate IoT data from their install base to detect asset issues.
- C. Launch a feedback survey to their install base and follow up on results.
- D. Review existing contracts for obsolete provisions and requirements.

Answer: AD

Explanation:

Question: 23

Universal Containers wants to help their dispatchers determine the length of time a Work Order should last. What should the Consultant implement to help achieve this goal?

- A. Work Types with an Estimated Duration.
- B. Operating Hours for Customer Accounts.
- C. Work Orders with Operating Hours.
- D. Work Types with Service Level Agreement.

Answer: A

Explanation:

Question: 24

Universal Containers typically performs installs, break-fix, and inspections for all clients. The Service Manager wants to create a template for common work requests. What should a Consultant implement to assist the dispatch team?

- A. Work Order Record Types for Break-fix, Install, and Inspection.
- B. Work Type Line Items for Install, Break-fix, and Inspections.
- C. Work Types and Skill Requirements for Install, Break-fix, and Inspections.
- D. Work Order custom fields to define Install, Break-fix, and Inspections.

Answer: C

Explanation:

Question: 25

Universal Containers wants their Technicians to be allowed to reschedule a visit for the same work within the Field Service mobile application. What approach should a Consultant recommend?

- A. Create a Quick Action that will create a new Service Appointment record.
- B. Create a Visualforce page that will create a new Work Order record.
- C. Create a Quick Action that will create a new Work Order record.
- D. Create a Visualforce page that will create a new Service Appointment record.

Answer: A

Explanation:

Question: 26

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

Explanation:

Question: 27

Universal Containers performs multi-staged jobs, where the second job can only begin after completion of the first job. How should a Consultant recommend implementing this process?

- A. Create two Service Appointments, set the Related Service Appointment and Time Dependency.
- B. Create one Service Appointment with the total duration of the two jobs and assign two Resources.
- C. Create two Service Appointments and schedule them to the same Resource.
- D. Create one Service Appointment and schedule it to two different Resources.

Answer: A

Explanation:

Question: 28

Universal Containers (UC) wants to measure their adherence to specific SLAs for all Work Orders. In which order should a Consultant Implement the setup to achieve this requirement?

- A. Set UP Milestones, Create Entitlement records, Set Up Entitlements Process for Work Orders.
- B. Set Up entitlements Process for Work Orders, Set Up Milestones, Create Entitlement records.
- C. Set Up Milestones, Set Up Entitlements Process for Work Orders, Create Entitlement records.
- D. Create Entitlement records, Set Up Entitlements Process for Work Orders, Set Up Milestones.

Answer: C

Explanation:

Question: 29

Universal Containers is implementing Field Service Lightning and wants to make sure the dispatch team receives Work Orders with appropriate resource and timeframe requirements defined. What should a Consultant implement to achieve this requirement?

- A. Work Types, Skill Routing, Skill Requirements, Operating Hours
- B. Case process, Work Types, Entitlements, and Milestones
- C. Skill Requirements, Work Types, Case Process, Milestones
- D. Work Types, Skill Requirements, Entitlements, and Milestones

Answer: A

Explanation:

Question: 30

Containers wants to offer their Field Technicians a more limited view of Work Orders and Service