

FIELD-SERVICE-CONSULTANT^{Q&As}

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QUESTION 1

The field service administrator at Ursa Major Solar updates the skills required on the most common work types to adapt to the increasing complexity of jobs. This change has led to many service appointments to be in violation. There is a global optimization job set up to run nightly that has been working correctly up until this point. The administrator needs to understand why the jobs are still scheduled to resources that lack the appropriate skill level.

What are two reasons appointments remain in violation and are not reassigned?

Choose 2 answers

- A. Global optimization doesn't reschedule appointments that have rule violations.
- B. The optimizer uses a scheduling policy different from what is used on the dispatch console.
- C. The territory of the resources was not included in the global optimization request.
- D. There are no service resources available with the required skill levels.

Correct Answer: BC

QUESTION 2

Which work rule should a field service lightning consultant use to assign service resources based on related object records?

- A. resource availability
- B. extended match
- C. match field
- D. required resources

Correct Answer: B

QUESTION 3

Universal Containers has implemented a Flow that allows Technicians to replace faulty or damaged Assets directly from within the Salesforce Field Service mobile app.

Once a replacement has been made, where can the Asset Relationships be viewed?

- A. Only the Primary Assets related list on the Asset object
- B. Both the Primary Assets and Related Assets related lists on the Work Order object
- C. Only the Primary Assets related list on the Work Order object
- D. Both the Primary Assets and Related Assets related lists on the Asset object

Correct Answer: D

QUESTION 4

Which object can be used to share Service Appointments with Service Resources in Salesforce Field Service?

- A. User Territory
- B. Service Territory Member
- C. Service Territory
- D. Work Order

Correct Answer: A

QUESTION 5

Universal Containers would like to engage Contractors and Customers directly in their Field Service Solution. Which three options will provide read, write and edit access to Works Order objects? Choose 3 answers

- A. Customer Communities Plus
- B. Chatter Files Connect
- C. Chatter Customer Groups
- D. Partner Communities
- E. Customer Communities

Correct Answer: ADE

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