

FIELD-SERVICE-LIGHTNING- CONSULTANT^{Q&As}

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QUESTION 1

The org-wide default sharing for a service appointment is set to beprivate.

If service appointment is cancelled, which users will have visibility to record?

- A. Assigned resources, owner of service appointment and member of user territory
- B. Assigned resources, owners of service appointment and member of service territory
- C. Owner of service appointment and member of service territory
- D. Owner of service appointment and member of user territory

Correct Answer: D

QUESTION 2

Universal Containers Just started its Field Service Implementation and is configuring Service Territories and Locations. The Locations need to be associated to Territories.

In which two ways should the Consultant show this relationship?

Choose 2 answers

- A. Add the Service Territory Location Related List on the Service Territory page layout.
- B. Add the Service Territory Location Related List on the Location page layout.
- C. Create the Service Territory Location as a Location lookup field.
- D. Create the Service Territory Location as a Service Territory lookup field.

Correct Answer: AC

QUESTION 3

Universal Containers (UC) normally focuses on minimizing travel. Weather can cause situations that require expedited on-site service. How should a Consultant recommend UC handle unplanned service during times of severe weather?

- A. Configure a new Service Level for immediate assignment.
- B. Postpone all lower-priority jobs and extend Due Dates.
- C. Manually flag Service Appointments as "In Jeopardy" due to weather.
- D. Configure Emergency Policy and use the Emergency Wizard.

Correct Answer: D

QUESTION 4

Each door lock that universal containers (UC) sells have a unique 20-digit code. The code represents the manufacturer, production run, and production number UC needs to track each lock in addition to the installed locks, all technician carry five replacement in their van stock

How should UC track the van stock door locks?

- A. Create a product item for each door lock utilizing standard field
- B. Create a product item with all the serial numbers in the noted section
- C. Create a product item and enter a serial number in related list
- D. Create a product item and enter technician lock quantity

Correct Answer: A

QUESTION 5

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.

Correct Answer: A

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