

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

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QUESTION 1

Often, Technicians earn certifications that must be renewed periodically to ensure their skills remain up-to-date. How can these certifications be managed on the Resource?

- A. Add the Resource Skill and track certification using reminder.
- B. Add the Resource Skill and create Absence once expired.
- C. Add the Resource Skill as Time Phased.
- D. Add the Resource Skill and remove from the Service Territory once expired.

Correct Answer: C

QUESTION 2

Universal Containers sells widgets with multiple components. Based on a problem reported by a customer, one or more of the components need to be replaced.

What should a Consultant recommend to accurately record the required work?

- A. ServiceAppointments and Service Appointment Line Items
- B. Work Orders with Products Consumed
- C. Work Orders with Work Order Line Items
- D. Work Orders with Service Appointments

Correct Answer: C

QUESTION 3

Universal Containers (UC) wants to standardize the process that agents use to create and maintain work orders which will help new agents ramp up more quickly and improve data quality and consistency. UC wants key fields, agent instructions and best practices displayed at each step of the Service process on the work order.

What should the consultant implement to meet this requirement?

- A. Add a lightning component to work orders.
- B. Enable path for work orders.
- C. Enable knowledge on work orders.
- D. Add compact layouts to work orders.

Correct Answer: C

QUESTION 4

some technicians report that they are unable to login to the field service lightning mobile app. The Consultant confirmed that the technician has field service lightning resource license and field service lightning resource permission assign to them.

How should a consultant provide access to FSL mobile app?

- A. Assign a permission set
- B. Modify the user profile
- C. Update the public group membership
- D. Modify the user record

Correct Answer: A

QUESTION 5

Universal Containers schedules jobs that require multiple steps when on-site. They would like to add a new status to the existing statusflow. 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 theService Appointment.

Correct Answer: CD

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