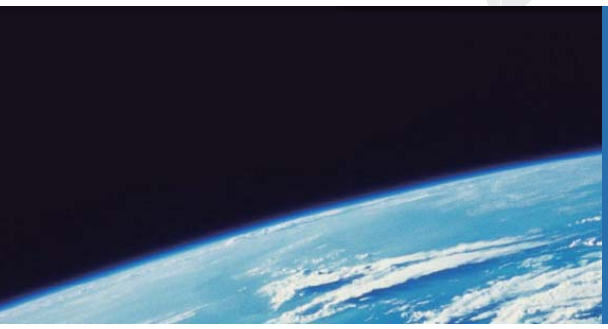

ITTEST

QUESTION & ANSWER

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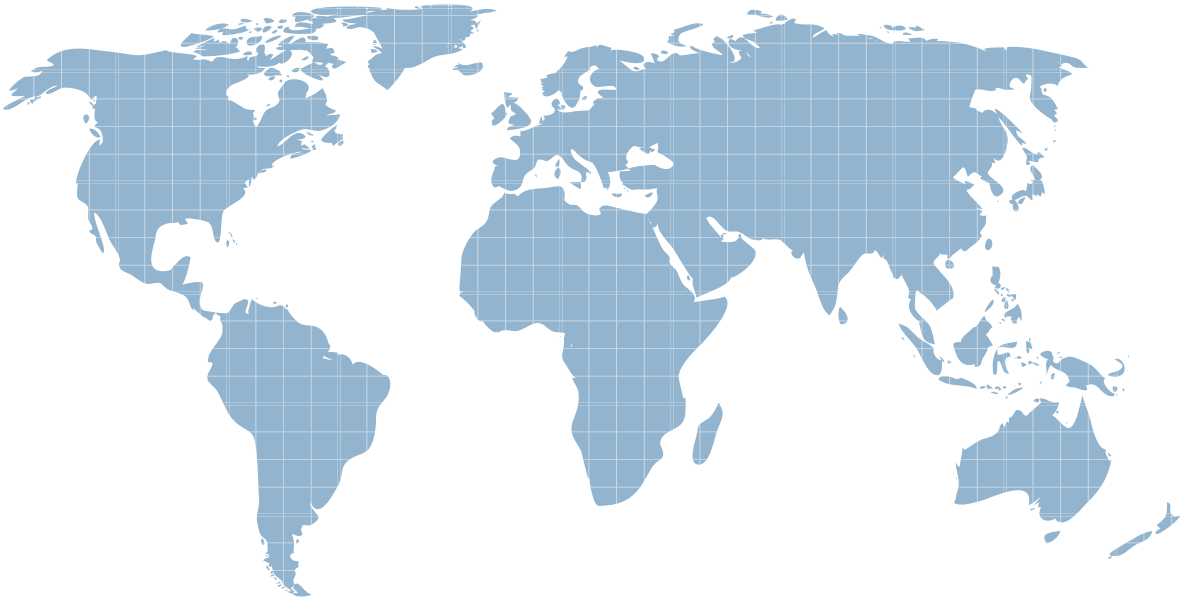

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Exam : **Field Service Lightning Consultant**

Title : Salesforce Certified Field Service Lightning Consultant

Version : DEMO

1.Service technicians at AW Computing use the Field Service mobile application when in the field. The technicians rely on Knowledge articles to assist them with completing assigned work.
How should the solution be configured to ensure technicians can access relevant Knowledge articles?
A. Create a quick action on the work order to search the Knowledge base.
B. Attach the relevant articles to the work order or work order line items.
C. Update the Service Appointment page layout to include the Articles related list.
D. Add the Knowledge Lightning component to the Field Service mobile app.
Answer: B

2.Universal Containers performs service on field assets that require a sequence of work tasks. A Consultant has recommended Work Order Line Items to manage the tasks and assets/parts necessary to manage the work.
Which two of the following must be considered as part of this solution to ensure Work Orders are properly completed? Choose 2 answers
A. Use of Standard Reports to view Parent and Root Work Order Lines Items within Work Orders by Customer.
B. Use of Work Order Line Items that automatically inherit the hierarchy of Assets attached to Work Order.
C. Use of Work Order Line Items to link to a specific Asset within the Asset Hierarchy that represents the BoM.
D. Use of a parent-child Work Order Line Item to create a Work Order Line Item hierarchy.
Answer: A,D

3.Each container consists of multiple parts that are tracked by Asset records. Universal Container's customers usually wait until several parts need service before requesting a Technician come on-site to save money on service charges.
How should a Consultant configure Salesforce Field Service to track the work performed?
A. Create a Work Order and Work Order Line Item for each Asset being serviced.
B. Create a Work Type to automatically create relevant line items for each Asset.
C. Create a Work Type and Work Order for each Asset being serviced.
D. Create a Work Order for all Assets being serviced and a Work Order Line Item for each Product Consumed.
Answer: A

4.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

5.A Field Service Technician wants to view a list of parts consumed during a given time period. The

Technician will then use the data to replenish inventory on the truck.
Which three steps should a Consultant recommend to track the number of parts consumed? Choose 3 answers.
A. Build a report to view Products Consumed on Work Order Line Items.
B. Build a report using the Service Appointment Inventory module.
C. Build a report to view Products Consumed on Work Orders.
D. Build a report using the Work Order inventory module.
E. Build a report to view Inventory Transactions.
Answer: A,C,E