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QUESTION 1

Universal Containers UC wants to ensure that technicians enter required information only once when completing work orders on the field service lightning mobile app. The information entered by technicians need to also update the service appointment and the case that are associated to the work order.

What should consultant leverage to ensure the right data is captured from the field service lightning mobile app?

- A. Lightning component with required field to update the case, work order and service appointment
- B. Quick actions on cases, work orders and service appointment with required fields
- C. Quick action on the work order and flow to update the case and service appointment
- D. Process builder on case to update the service appointment and work order

Correct Answer: C

QUESTION 2

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 3

universal container provides installation services for each of its products. Each product requires different number of times, and a different sets of installation tasks.

How should a consultant configure field service lightning to support this service

- A. Use the work type to define the installation services for each product- use work order to track work for each customer - use service appointment to assign the work
- B. Use cases to define the installation services for each product - use service appointment to track the work for each customer- use work order to assign the work
- C. Use service appointment to define the installation services for each product - use work order to track order for each customer use task to assign the work
- D. Use work order to define the installation services for each product use work type to each work - use work type to track work for each customer - use service appointment to assign the work



Correct Answer: A

QUESTION 4

Universal Containers wants to track when technicians need to visit a customer site multiple times to resolve an issue.

How should a consultant configure this using a single work order?

- A. Create a new work order line item for each site visit.
- B. Create a new product consumed for each site visit.
- C. Create a new child work order for each site visit.
- D. Create a new service appointment for each site visit.

Correct Answer: D

QUESTION 5

Universal Containers is tracking customer issues in their call center. Sometimes this requires a technician to be onsite at the Customer's location. What set of steps should a Consultant recommend to dispatch the technician?

- A. Create Service Appointment, Create Work Order, Create Case, Dispatch Service Appointment.
- B. Create Case, Create Work Order, Create Service Appointment, Dispatch Service Appointment.
- C. Create Work Order, Create Case, Dispatch Work Order, Create Service Appointment.
- D. Create Case, Create Service Appointment, Create Work Order, Dispatch Service Appointment.

Correct Answer: B

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