



# FIELD-SERVICE-LIGHTNING-CONSULTANT<sup>Q&As</sup>

Salesforce Certified Field Service Lightning Consultant

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#### QUESTION 1

Universal Containers wants to ensure that only Field Technicians with a specialized certification are sent Work Orders of a specific type. In which two ways can a Consultant ensure the correct Resources are assigned to Work Orders? Choose 2 answers.

- A. Implement Work Types and Skill Assignments.
- B. Implement Assignment Rules and Work Orders.
- C. Assign Skills and Skill Levels to Users.
- D. Assign Skills and Skill Levels to Resources.

Correct Answer: AD

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#### QUESTION 2

Universal Containers (UC) wants to schedule work orders only if technicians have the necessary qualifications to complete the designated work. In which two ways can UC achieve this? Choose 2 answers.

- A. Leverage the match skills work rule when scheduling appointments.
- B. Create skills that relate to qualifications from setup and assign them to a service resource.
- C. Leverage the match skills scheduling policy when scheduling appointments.
- D. Create skills that relate to qualifications from the skills tab and assign them to a service resource.

Correct Answer: AB

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#### QUESTION 3

Universal Containers UC has 140 service resources who handle 2400 service appointments per day.

How should UC define the service territories to ensure the high quality of optimization and dispatcher experience?

- A. The service territories with fewer than 50 resources.
- B. One service territory with four polygons.
- C. Two service territories that split the service resources evenly.
- D. Five service territories with fewer than 500 service appointments per day.

Correct Answer: A

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#### QUESTION 4



Which Work Rule should a Salesforce Field Service Consultant use to assign Service Resources based on related object records?

- A. Required Resource
- B. Match Field
- C. Resource Availability
- D. Extended Match

Correct Answer: D

#### QUESTION 5

Universal Containers plans to deploy field service lightning to 100 external contractors. There are 75 contractors who need access to work.

Orders assets mobile app, and chatter. the remaining 25 contractors are paid a commission on sales of containers and need to schedule resources.

Which license types and quantities should the consultant recommend?

- A. 100 contractors 100 contractors
- B. 25 contractors 75 contractors 25 contractors
- C. 25 contractors 100 contractors

Correct Answer: C

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