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

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### QUESTION 1

Universal Containers\\' Customers typically like to be served by the same Technician that completed the initial installation. How should a Consultant implement this rule?

- A. Add all other Resources as Excluded Resources.
- B. Add the Resource as a Required Resource.
- C. Add the Resource as a Preferred Resource.
- D. Add the Account as one of the Resource Skills.

Correct Answer: C

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### QUESTION 2

Which fields on service appointments help ensure that they are completed within the agreed upon service level agreement (SLA) with universal containers customers?

- A. Scheduled start, scheduled end
- B. Actual start, actual end
- C. Earliest start permitted, due date
- D. Arrival window start, arrival window end

Correct Answer: C

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### QUESTION 3

When should both the Root Work Order and Root Work Order Line Item fields be added to page layouts?

- A. When a service process dictates that there are two levels in a Work Order Hierarchy and two levels in the Work Order Line Hierarchy. (Parent Work Order can be used)
- B. When a service process dictates that there is a single level in a Work Order Hierarchy and more than two levels in the Work Order Line Hierarchy.
- C. When a service process dictates that there are more than two levels in a Work Order Hierarchy and more than two levels in the Work Order Line Hierarchy.
- D. When a service process dictates that there are more than two levels in a Work Order Hierarchy and more than a single level in the Work Order Line Hierarchy.

Correct Answer: C

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### QUESTION 4



A technician reported that the travel time calculated between appointments is often too short because job delays throughout the day.

Which setting should a consultant consider to improve travel time accuracy?

- A. Minimum grade, default operating hour
- B. Estimated travel time, minimize travel
- C. Travel speed unit, actual travel time
- D. Street level routing, Default travel speed

Correct Answer: D

#### QUESTION 5

At universal containers the service territory member's time zone is one hour behind the service territory time zone.

How should the consultant ensure proper scheduling and optimization for the member?

- A. Add one hour to the start and end times on the service territory.
- B. Add one hour to the start and end times on the service territory member's operating hours.
- C. Change the time zone on the service territory member's user record to match the service territory's time zone.
- D. Subtract one hour from the start and end times on the service territory.

Correct Answer: B

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