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Field Service Lightning Cloud Consultant

Salesforce Field-Service-Lightning-Cloud-Consultant

Version Demo

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QUESTION NO: 1

A Client Service Representative (CSR) receives a call from a customer on Saturday. The CSR determines that the customer is covered, but the coverage is about to expire. Which two upsell activities should the CSR consider? (Choose two.)

- A. Open a Case and send email with new Service offerings.
- B. Open a Case and inform Customer of weekend service pricing.
- C. Open a Case and renewal Opportunity for the Sales team.
- D. Open a Case and create a Work Order for the Dispatch Team.

ANSWER: A B

QUESTION NO: 2

In the Dispatch Console, when viewing the Map, which three data elements can be presented to the Dispatcher? (Choose three)

- A. Google Traffic Data
- B. Service Appointment Dependencies
- C. Resource's Home Base
- D. Service Appointments
- E. Resources Travel Speed

ANSWER: A C D

QUESTION NO: 3

The Dispatcher at Universal Containers would like to schedule Service Appointments from the Dispatcher's Console while taking the Scheduling Policy into consideration.

Which three options are available to the Dispatcher? (Choose three.)

- A. Select a Service Appointment from the list, press the "Change Status" action and "Dispatch. "
- B. Select a Service Appointment from the list, press the "Candidates" action, and select the best time slot.
- C. Select a Service Appointment from the list and press the "Schedule" action.
- D. Select multiple Service Appointments from the list and bulk schedule them.

E. Select a Service Appointment from the list, press the "Edit" action and allocate the Resource.

ANSWER: A C D

QUESTION NO: 4

Universal Containers (UC) wants to track all customer work requests. UC has no requirement to track where the work originated from, but does need the requests tied to the customer's account.

What should a Consultant recommend to track these work requests?

- A. Work Orders and Cases
- B. Cases, Work Orders, and Tasks
- C. Work Orders Only
- D. Cases Only

ANSWER: A

QUESTION NO: 5

Universal Containers is expecting the amount of work to increase significantly over the next three weeks. They have decided to engage a new third-party Contract to help with the additional work.

How should a Consultant recommend configuring the new Contractor?

- A. Create a Capacity-based Resource and delete that Resource after three weeks.
- B. Create a Resource and give them 24-hour availability for the next three weeks.
- C. Create a Capacity-based Resource and give them Capacity for the next three weeks.
- D. Create a Capacity-based Resource and give them 24-hour availability for the next three weeks.

ANSWER: C

QUESTION NO: 6

Universal Containers utilizes two contractors, Contractor 1 and Contractor 2, to perform repair work. Contractor 1 has provided service longer for Universal Containers and is considered to have more repair work expertise than Contractor 2.

How should a Consultant configure this expertise for Contractor 1 versus Contractor 2?

- A. Assign Contractor 1 as a Preferred Resource.

- B. Assign Contractor 1 and 2 different capacities for repair work.
- C. Assign Contractor 2 as an Excluded Resource.
- D. Assign Contractor 1 and 2 different Skill Levels for repair Work Type.

ANSWER: D

QUESTION NO: 7

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 two.)

- A. Use of Work Order Line Items that automatically inherit the hierarchy of Assets attached to Work Order.
- B. Use of a parent-child Work Order Line Item to create a Work Order Line Item hierarchy.
- C. Use of Work Order Line Items to link to a specific Asset within the Asset Hierarchy that represents the BoM.
- D. Use of Standard Reports to view Parent and Work Order Lines Items within Work Orders by Customer.

ANSWER: B C

QUESTION NO: 8

Universal Containers is looking to implement Entitlement Management to meet the following requirements:

1) Any employee from the customer account is eligible for support. 2) Specific purchased products are eligible for support.

What Objects should be set up for Entitlement Management?

- A. Accounts and Service Contracts
- B. Contacts and Service Contracts
- C. Accounts and Assets
- D. Contacts and Assets

ANSWER: C

QUESTION NO: 9

Universal Containers (UC) wants to better understand their service business and Field Service Technician teams' schedules. A Consultant suggested UC start to forecast and plan.

Which two abilities does forecasting and planning provide? (Choose two.)

- A. Proactively adjust to demand fluctuations.
- B. More consistently meet customer response times.
- C. More accurately assign Work Orders based on skills.
- D. Proactively adjust Service Contracts.

ANSWER: A B

QUESTION NO: 10

A Field Technician from Universal Containers arrived onsite for an appointment, and unfortunately the customer was not present. UC wants to ensure they can track these customer no-show events for future process improvement.

What process should a Consultant recommend to handle this situation?

- A. Set the existing Service Appointment status to Cannot Complete; Create a new Service Appointment against the same Work Order for the follow-up trip.
- B. Set the existing Service Appointment status to Complete; Create a new Work Order and Service Appointment for the follow-up trip.
- C. Set the existing Service Appointment status to In Progress; Create a new Work Order and Service Appointment for the follow-up trip.
- D. Set the existing Service Appointment status to Cannot Complete; Create a new Work Order Line Item for the follow-up trip.

ANSWER: A