

FIELD-SERVICE-CONSULTANT^{Q&As}

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QUESTION 1

A Dispatcher is notified of a local power outage. All service appointments in the affected area must be rescheduled to a different day. How should the dispatcher update the service appointments?

- A. Create a map polygon of the affected area to select service appointments for rescheduling.
- B. Create a report to identify service appointments in the area and notify service resources.
- C. Push reschedule notifications to service resources using the field service lightning mobile app.
- D. Configure a new scheduling policy to change service appointments.

Correct Answer: A

QUESTION 2

Geolocation tracking is enabled for Universal Containers's Technicians but should only apply to full-time employees.

How can geolocation tracking for contractors be disabled?

- A. Set the Geolocation Update Frequency field to zero for contractors.
- B. Add the Exclude Technician from Geolocation Tracking permission to a permission set and assign it to contractors.
- C. Uncheck the Geocoding field on the Contractor's profile.
- D. A Uncheck the Collect Service Resource Geolocation History field in Field Service Mobile Settings.

Correct Answer: D

The Exclude Technician from Geolocation Tracking permission allows a user to exclude technicians from geolocation tracking. Setting the Geolocation Update Frequency field to zero for contractors, unchecking the Geocoding field on the Contractor's profile, or unchecking the Collect Service Resource Geolocation History field in Field Service Mobile Settings will not help with this requirement as they are not designed to exclude technicians from geolocation tracking.

QUESTION 3

When the universal container UC technician installed a product at a customer site the technician must perform all future work for that customer.

Which process should the consultant use to meet the requirements?

- A. Add the resources as a required resource on the contact
- B. Add the resources as a required resource on the work order
- C. Add the resources as a required resource on the asset
- D. Add the resources as a required resource on the account

Correct Answer: D

QUESTION 4

Universal container has enabled field service lightning and want to enable milestones for work order.

What should a consultant take into consideration?

- A. Creating milestones for word orders requires an entitlement for case
- B. Creating milestones trackers requires a custom lightning component
- C. Creating entitlements for work orders requires a custom lightning component
- D. Creating entitlement for class and work order must be separated

Correct Answer: D

QUESTION 5

Northern trail outfitters (NTO) asks its clients for feedback on every service visit.

NTO wants to dispatch the appropriate technicians based on customer feedback.

What are two ways the consultant can meet this requirement?

Choose 2 answers

- A. Configure and add excluded and required required resource business objectives to scheduling policies.
- B. Configure customer preferences on the service resource record.
- C. Configure resource preferences on the account or work order.
- D. Configure and add excluded and required resource work rules to scheduling policies.

Correct Answer: CD

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