



# Salesforce

**FIELD-SERVICE-LIGHTNING-CONSULTANT Exam**

**Salesforce Certified Field Service Lightning Consultant (SU18)  
Exam**

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## Version: 7.0

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### Question: 1

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Universal Containers wants to track how much time each Technician is actively working each day. Which two data elements should be captured in order to calculate percentage of time spend actively working.

- A. Technician hours at client location.
- B. Technician work orders completed
- C. Technician hours traveling
- D. Technician hours per day.

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**Answer: A, D**

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### Question: 2

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Universal Containers (UC) wants to better understand their service business and Field Service Technician terms' schedules. A Consultant suggested UC start to forecast and plan. Which two abilities does forecasting and planning provide?

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

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**Answer: B, C**

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### Question: 3

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Universal Containers would like to provide Field Service Technicians the ability to capture details and customer approval on completed work so that the details can be compiled and sent to the customer electronically. What should a Consultant recommend to meet this requirement?

- A. Create a Process Builder to generate a report.
- B. Create a custom report.
- C. Use the standard Service Report
- D. Use the standard Work Order email template.

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**Answer: C**

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**Question: 4**

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Universal Containers needs to implement a way to track all internal and external work associated with an inbound contact center request. How should a Consultant recommend tracking the work?

- A. Parent/Child Work Orders
- B. Cases Only
- C. Cases and Work Orders
- D. Work Orders only

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**Answer: A**

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**Question: 5**

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Universal Containers is implementing Field Service Lightning in multiple European Countries, where pricing varies by product. Which two options should a Consultant recommend when considering the setup and configuration of Price Books?

- A. Utilize Standard Global Service Price Book Entries.
- B. Utilize multiple country-specific Price Books.
- C. Utilize country-specific Price Book Entries.
- D. Utilize the standard Salesforce Price Book.

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**Answer: D**

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**Question: 6**

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Universal Containers wants to encourage their Technicians to identify sales opportunities in the field. Which option should a Consultant recommend?

- A. Log a follow-up task on the Work Order.
- B. Call the Sales Team with the Opportunity.
- C. Create a custom field on the Work Order.
- D. Create a Quick Action to create the Opportunity.

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**Answer: D**

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**Question: 7**

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Universal Containers has implemented a Knowledge solution to provide Field Technicians with information necessary to complete assigned work. Which two capabilities will now be available?

- A. Attach Knowledge Articles to Work Order Line Items Only.

- B. Manage Attached Articles and Search the Knowledge Base.
- C. Attach Articles to Work Orders and Work Order Line Items.
- D. Include Quick Actions and Global Actions in Attached Articles.

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**Answer: B, C**

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**Question: 8**

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Which two configurations can companies add to brand the Field Service mobile app?

- A. Company logo
- B. Company Colors
- C. Company style sheets
- D. Company address

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**Answer: B**

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**Question: 9**

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Universal Containers has negotiated two key SLAs: 1) initial response and 2) overall resolution of issues related to installed products. What combination of Salesforce features should a Consultant recommend to support this use case?

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

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**Answer: A**

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**Question: 10**

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Universal Containers wants to provide a pro-formal invoice to their customer at the completion of a Work Order. Which three should a Consultant set up in order to achieve this requirement?

- A. Create Account-wide Discounts.
- B. Apply Promotion to the Work Order.
- C. Apply Price Book to the Work Order.
- D. AppCreate Products and Price Book Entries.
- E. Create Work Order Line Items with Products.

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**Answer: C, D, E**

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**Question: 11**

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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.

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**Answer: C**

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