

# Salesforce

## Exam Questions Field-Service-Consultant

Salesforce Certified Field Service Consultant



#### NEW QUESTION 1

Universal Containers outsources 100 hours of weekly maintenance to an external Contractor. Jobs are assigned to a Contractor Manager instead of individual external technicians. The Contractor Manager is in charge of updating Service Appointments and Work Orders upon completion. How should a Consultant implement the requirement?

- A. Create the individual Technicians as Service Crew Members.
- B. Set the individual Technicians as Capacity-Based Service Resources.
- C. Set the Contractor Manager as a Capacity-Based Service Resource.
- D. Create the Contractor Manager as a Crew Service Resource.

**Answer: C**

#### NEW QUESTION 2

Which two considerations impact the scheduled timeframe of Multi-day Work? Choose 2? answers

- A. Assigned Resource
- B. Homebase Travel
- C. Resource Skill Level
- D. Break Duration

**Answer: AD**

#### NEW QUESTION 3

Universal Containers has a call center that responds to requests from customers and schedules time for Field Service Engineers (FSEs) to perform work on assets owned by the client. Call Center Agents are responsible for booking appointments. Which permission set license should be assigned to the Call Center Agents?

- A. FSL Resource License
- B. FSL Admin License
- C. FSL Agent License
- D. FSL Dispatcher License

**Answer: C**

#### NEW QUESTION 4

Universal containers want technicians to view work progress through the work order line-item card in the field service lightning mobile app. Which configuration steps should a consultant take to meet this requirement?

- A. add the work order line items related list of the work order page layout and assign the layout to the technician 's profile.
- B. create a custom visual force page and add an external link in the field service lightning mobile app to view the page in the mobile browser.
- C. create a custom lightning component that displays work order progress and deploy it to technicians through the field lightning mobile app.
- D. create a report chart that summarizes work order line items and add a link to the service appointment layout.

**Answer: A**

#### NEW QUESTION 5

Universal Containers (UC) normally focuses on minimizing travel. Weather can cause situations that require expedited on-site service. How should a Consultant recommend UC handle unplanned service during times of severe weather?

- A. Postpone all lower-priority jobs and extend Due Dates.
- B. Configure an Emergency Policy and use the Emergency Wizard.
- C. Manually flag Service Appointments as "In Jeopardy" due to weather.
- D. Configure a new Service Level for immediate assignment.

**Answer: B**

#### NEW QUESTION 6

A customer wants to return a defective product instead of scheduling a Service Appointment. How should this product be tracked in Salesforce Field Service?

- A. Create a Work Order and Work Order Line Item.
- B. Create a Return Order and Return Order Line Item.
- C. Create a Product Request and Product Request Line Item.
- D. Create a Return Order and relate it to the Product.

**Answer: B**

#### NEW QUESTION 7

An inventory manager at Universal Containers wants to better understand the distribution of a critical and expensive part across all inventory locations as the part is reused and restocked. What should the Consultant leverage to meet this requirement?

- A. Maintenance Plan
- B. Product Item
- C. Entitlement Plan
- D. Assets

**Answer:** B

**NEW QUESTION 8**

Universal Containers (UC) uses two contractors, Contractor 1 and Contractor 2, to perform repair work. Contractor 1 has provided services for UC for a longer period of time and is considered to have more repair work expertise than Contractor 2. How should the Consultant configure the Contractors' experience?

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

**Answer:** A

**NEW QUESTION 9**

Northern Trail Outfitters is adding Field Service Schedule Optimization to its Field Service implementation. Which licensing will be required for the Field Service Schedule Optimization user?

- A. Resource License
- B. Salesforce License
- C. Dispatcher License
- D. Scheduling License

**Answer:** C

**NEW QUESTION 10**

One of Universal Containers' customers reported that the Technician sent to their site left without cleaning up the work area afterward. How can Universal Containers ensure that a different Technician is assigned all future work for that Customer?

- A. Assign the Technician to a new Service Territory.
- B. Remove the Technician as a Preferred Resource.
- C. Create an Excluded Resource for the Account.
- D. Create a new Work Order Validation Rule.

**Answer:** C

**NEW QUESTION 10**

When completing a Work Order in the field, the Technician needs to capture two signatures to ensure compliance. Which steps are needed to configure the signature capture?

- A. Create a Flow that adds two Signature Blocks when the Service Report is generated.
- B. Create relevant Signature Types and add Signature Blocks to the Service Report Template.
- C. Create two custom fields for the Service Appointment and use Flows to capture each signature.
- D. Create two Service Reports and add one Signature Block to each Report.

**Answer:** B

**NEW QUESTION 13**

Universal Containers (UC) has enabled Salesforce Field Service and installed the managed package. UC wants to ensure that Technicians can update their own appointments' status using the Dispatcher console Gantt chart. Which steps should the Consultant take to meet these requirements?

- A. Create Permission Sets and assign the Salesforce Field Service Scheduling and Mobile Permission Sets to the Resource profile.
- B. Create Permission Sets and assign the Salesforce Field Service Admin Permission Set to Service Resources.
- C. Create Permission Sets and assign the Salesforce Field Service Mobile Permission Set to Service Resources.
- D. Create Permission Sets and assign the Salesforce Field Service Resource Permission Set and Scheduling license to each Technician.

**Answer:** A

**NEW QUESTION 14**

Which configuration can Universal Containers use to brand the Salesforce Field Service mobile app?

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

**Answer:** D

**NEW QUESTION 19**

Universal Containers performs multi-staged jobs, where the second job can only begin after completion of the first job. How should a Consultant recommend implementing this process?

- A. Create two Service Appointments, set the Related Service Appointment and Time Dependency.
- B. Create one Service Appointment with the total duration of the two jobs and assign two Resources.

- C. Create two Service Appointments and schedule them to the same Resource.
- D. Create one Service Appointment and schedule it to two different Resources.

**Answer:** A

#### NEW QUESTION 22

Northern Trail Outfitters (NTO) wants to improve customer satisfaction by setting expectations around upcoming appointments.

When designing the Customer Service Representative's user interface, in most cases, which two fields should be shared with the customer about an upcoming appointment?

Choose 2 answers

- A. Scheduled End
- B. Arrival Window Start
- C. Scheduled Start
- D. Arrival Window End

**Answer:** BD

#### NEW QUESTION 25

Universal Containers has discovered that many of its Technicians' initial visits require a return visit to complete the work.

Which two approaches should a Consultant recommend to accurately track these visits? Choose ? answers

- A. Create a new Work Order and Service Appointment.
- B. Reschedule the Work Order for the new date.
- C. Reschedule the Service Appointment for the new date.
- D. Create a new Service Appointment on the original Work Order

**Answer:** CD

#### NEW QUESTION 28

Universal Containers wants to offer customers a Maintenance Plan that provides 12 monthly checkups. The customer will call to schedule each visit.

How should a Consultant configure the Maintenance Plan to meet this requirement?

- A. Set Frequency to 1 Month; Generation Timeframe of 1; check Auto-generate work orders.
- B. Set Frequency to 1 Month; Generation Timeframe of 12; uncheck Auto-generate work orders.
- C. Set Frequency to 1 Month; Generation Timeframe of 12; check Auto-generate work orders.
- D. Set Frequency to 1 Month; Generation Timeframe of 1; uncheck Auto-generate work orders.

**Answer:** D

#### NEW QUESTION 29

An extreme weather situation impacts both the volume of work and number of available resources at universal container

Which approach should a consultant recommend to realign available resources with? open work?

- A. Resource Schedule optimization
- B. Global optimization
- C. Emergency scheduling
- D. Customer first scheduling

**Answer:** C

#### NEW QUESTION 30

Universal Containers wants to make it easier for Managers to monitor Preventative Maintenance work orders using the Dispatcher Console.

Which two filtering options should managers use to find the appropriate work orders? Choose ? answers

- A. The Preventative Maintenance Gantt and filter the list to show only desired work orders
- B. The Dispatcher Console Map and filter the list to show only desired service appointments
- C. The Dispatcher Console Appointment list and filter the list to show only desired service appointments
- D. The Dispatcher Work Order Polygon and filter the list to show only desired service appointments

**Answer:** BC

#### NEW QUESTION 32

Universal Containers sells products that are made up of serialized components. Technicians often need to work on a specific component.

How should a Consultant recommend tracking customer purchases so Work Orders can be assigned to a component?

- A. Use Work Orders and define a hierarchy.
- B. Use Products and Product Families.
- C. Use Assets and define a hierarchy.
- D. Use Orders and Order Products.

**Answer:** C

#### NEW QUESTION 33

Universal Containers just started its Field Service Implementation and is configuring Service Territories and Locations. The Locations need to be associated to

Territories.

In which two ways should the Consultant show this relationship? Choose ? answers

- A. Add the Service Territory Location Related List on the Service Territory page layout.
- B. Add the Service Territory Location Related List on the Location page layout.
- C. Create the Service Territory Location as a Service Territory lookup field.
- D. Create the Service Territory Location as a Location lookup field.

**Answer:** AB

#### NEW QUESTION 34

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.

**Answer:** D

#### Explanation:

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.

#### NEW QUESTION 37

Service resources at Universal Containers (UC) frequently work in more than one service territory.

The current scheduling policy looks only at primary territory. While UC still wants the optimizer to use the service resource's primary territory when scheduling, UC also wants the scheduling policy to look at the resource's secondary service territories.

Which two scheduling policy changes should a Consultant recommend? Choose 2 answers

- A. Select Working Location Enable Primary on the Working Territories Work Rule:
- B. Remove the Match Territory Work Rule.
- C. Include the Match Territory Work Rule.
- D. Deselect Working Location Enable Primary on the Working Territories Work Rule.

**Answer:** AB

#### NEW QUESTION 40

Universal Containers (UC) has 140 service resources who handle 2,400 service appointments per day.

How should UC define Service Territories to ensure a high quality of optimization and dispatcher experience?

- A. Three Service Territories with fewer than 50 resources
- B. Two Service Territories that split the Service Resources evenly
- C. One Service Territory with four Polygons
- D. Five Service Territories with fewer than 500 Service Appointments per day

**Answer:** A

#### NEW QUESTION 44

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 contractors100 contractors
- B. 25 contractors75 contractors25 contractors
- C. 25 contractors100 contractors

**Answer:** C

#### NEW QUESTION 49

Universal Containers has customers who have previously negotiated pricing on some products.

Which Price Book structure should a Consultant recommend when considering the implications of pricing on Work Orders?

- A. Create customer-specific Price Books and add all products as Price Book Entries.
- B. Utilize a custom Global Price Book and add price-negotiated products as Price Book Entries.
- C. Create customer-specific Price Books and add only price-negotiated products as Price Book Entries.
- D. Utilize a custom Global Price Book and add all products as Price Book Entries.

**Answer:** A

#### NEW QUESTION 52

Universal Containers Technicians frequently need to request more parts from another inventory location when stock runs low.

How can Universal Container Technicians achieve this for each product requested?

- A. Create a Shipment and a Product request line item.



- B. Create a Product Consumed and a Product request line item.
- C. Create a Product Request and a Product request line item.
- D. Create a Work Order Line Item and a Product request line item.

**Answer:** AB

#### NEW QUESTION 54

Technicians at Universal Containers use the Salesforce Field Service mobile app at customer sites. After completing work, the Technician updates the Service Appointment status to Complete and saves the record. Dispatchers see the appointment as Dispatched on the console instead of seeing the Complete status update.

Which two troubleshooting steps should a Consultant take to resolve the issue? Choose 2 answers

- A. Investigate the Work Order lifecycle.
- B. Confirm the Technician's mobile device is online.
- C. Verify the Dispatcher ran the Service Appointment data job.
- D. Review Service Appointment automation.

**Answer:** BD

#### NEW QUESTION 56

Universal Containers products need to be traceable from the factory to customer sites. The products are installed using disposable kits. How should the consultant configure this?

- A. Create the products and the installation kits as unsterilized inventory.
- B. Create the products and the installation kits as serialized inventory.
- C. Create the products as serialized inventory and the installation kits as unsterilized inventory.
- D. Create the products and the installation kits as a single serialized product.

**Answer:** C

#### NEW QUESTION 61

Universal Containers operates in a highly regulated industry. Technicians must conduct quarterly inspections for all customers in their region. Each inspection should be completed within a single visit and include all installed assets on site. Which two Maintenance Plan settings should the Consultant recommend? Choose 2 answers

- A. Service Appointment Generation Method = One Service Appointment per Work Order
- B. Work Order Generation Method = One Work Order per Asset
- C. Work Order Generation Method = One Work Order Line Item per Asset
- D. Service Appointment Generation Method = One Service Appointment per Work Order Line Item

**Answer:** AC

#### NEW QUESTION 62

Universal Containers is deploying Field Service Lightning in Europe, where pricing varies by country. What Price Book structure is recommended?

- A. Utilize a custom Price Book specific to each country.
- B. Utilize the standard Price Book with pricing rules applied.
- C. Utilize a custom Price Book with pricing rules applied.
- D. Utilize a standard Price Book specific to each country.

**Answer:** A

#### NEW QUESTION 64

Universal Containers needs to send Technicians into the field to service containers. It takes two Technicians with specialized skills to complete the work at the same time. How should a Consultant implement this requirement?

- A. Create a crew with two Technicians.
- B. Create a work rule with two required skills.
- C. Create a single Service Appointment.
- D. Create two Service Crews.

**Answer:** A

#### NEW QUESTION 68

Universal Containers is implementing Work Order Management to better support its clients.

Which two approaches should the Consultant consider to create work skills for the Service Resources? Choose 2 answers

- A. Create the work skills using the FSL Lightning Web Component
- B. Assign the skills to Service Resources. Add the skill to Work Types and Work Orders.
- C. Create the work skills using the Guided Setup wizard
- D. Assign the skills to Service Resources using Guided Setup.
- E. Create the work skills using the FSL Lightning Managed Package wizard
- F. Assign the skills to Service Resource
- G. Add the skill to Work Types and Work Orders.
- H. Create the work skills using Setup
- I. Manually as Resources.

**Answer:** BD

**NEW QUESTION 71**

Universal Containers wants service managers to quickly identify location and status changes in the lifecycle of a specific component in a customer's install base. What should a Consultant utilize to track the lifecycle?

- A. A Work Order related list on Assets
- B. Custom fields for change tracking on Assets
- C. Field History Tracking on Assets
- D. A Product related list on Assets

**Answer:** D

**NEW QUESTION 75**

Universal Containers (UC) schedules jobs that require multiple steps when on-site. UC wants to add a new status to the existing status flow. Which two configurations should the Consultant set up to meet this requirement? Choose 2 answers

- A. Add the Status Transitions to the Technicians' Profile.
- B. Add new Status to the Service Appointment.
- C. Add new status to Status Transitions.
- D. Add new Status to the Case

**Answer:** AB

**NEW QUESTION 79**

Universal Container requires trained inspectors to make 3 site visits per year to inspect the container customers' sites. These visits must be scheduled within 14 days of inspection due date.

What are two ways a Consultant can configure maintenance plans to meet the requirements? Choose 2 answers

- A. Auto generate work order with a 14 days generation horizon
- B. Associate work type called site to maintenance plan
- C. Associate a required skill call site visits to maintain plans
- D. Auto generate work order with 14-day generation time frame

**Answer:** AB

**NEW QUESTION 81**

Service resources at Universal Container UC frequently work in more than one service territory. The current scheduling policy looks only at primary territory while users still want to optimize to use the service resource primary when scheduling. UC also wants the scheduling policy to look at the resources' secondary services territory. Which two scheduling policy changes should a consultant recommend? Choose 2 answers

- A. Includes the match territory work rule
- B. Remove the match territory work rule
- C. Select working location enable primary on the working territories work rule
- D. Deselect working location primary on the working territories work rule

**Answer:** BC

**NEW QUESTION 83**

Universal Containers (UC) wants to ensure that Technicians enter required information only once when completing Work Orders on the Salesforce Field Service mobile app. The information entered by Technicians needs to also update the Service Appointment and the Case that are associated to the Work Order. What should a Consultant leverage to ensure the right data is captured from the Salesforce Field Service mobile app?

- A. Quick Actions that launch a Flow on Cases, Work Orders and Service Appointments with required fields.
- B. Process Builder on Case to update the Service Appointment and Work Order.
- C. oO Quick Action on the Work Order that launches a Flow to update the Work Order, Case, and Service Appointment.
- D. Lightning Component with required fields to update the Case, Work Order and Service Appointment.

**Answer:** C

**NEW QUESTION 87**

Northern Trail Outfitters is implementing drip feed dispatching. When testing the new functionality, the drip does not dispatch appointments as expected. A consultant is engaged to troubleshoot the issue. What is preventing the drip feed from triggering?

- A. The appointment status is going from Scheduled to Completed.
- B. The status on completed appointments can only be Canceled, Completed, or Cannot Complete.
- C. The default drip feed setting is overriding the drip feed rate on a service territory.
- D. Other scheduled jobs are dispatching appointments and exceeding the drip feed value.

**Answer:** D

**NEW QUESTION 88**

Which two scenarios are fully supported by Maintenance Plans? Choose 2 answers

- A. Appointments on the first Tuesday of the month
- B. Site inspections during the first week of the "year
- C. Quarterly sales visits to a customer
- D. Weekly recurring appointments at 8:00 AM

**Answer:** AD

**NEW QUESTION 91**

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