

Salesforce

Exam Questions Field-Service-Consultant

Salesforce Certified Field Service Consultant



NEW QUESTION 1

Northern Trail Outfitters wants to improve overall responsiveness to customers.
Which Dispatch technique should the Consultant implement to provide the greatest schedule flexibility?

- A. Enable Drip-feed to dispatch the next appointments.
- B. Shuffle daily work manually via the Gantt.
- C. Leverage Resource Schedule Optimization.
- D. Configure the Auto Dispatch scheduled job.

Answer: B

NEW QUESTION 2

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 3

Some Technicians report that they are unable to log in to the Salesforce Field Service mobile app. The Consultant confirmed that the Technicians have the Salesforce Field Service Resource License and Salesforce Field Service Resource Permissions assigned to them.
How should a Consultant provide access to the Salesforce Field Service mobile app?

- A. Modify the user's Profile.
- B. Update Public Group membership.
- C. Assign a Field Service Mobile License to the user.
- D. Modify the user record.

Answer: C

Explanation:

A Field Service Mobile License is required to access the Salesforce Field Service mobile app. Modifying the user's Profile or updating Public Group membership will not help with this requirement as they are not related to accessing the app. Modifying the user record will also not help as it does not provide access to the mobile app.

NEW QUESTION 4

An extreme weather situation impacted both the volume of open work and the number of available resources at Universal Containers.
Which approach should a Consultant recommend to realign available resources with open work?

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

Answer: B

NEW QUESTION 5

universal containers want to limit their technicians view of work orders and appointment in the field service lightning mobile app. What should a consultant recommend to control their technicians?

- A. mini page layouts
- B. page layouts
- C. field sets
- D. visual force page

Answer: B

NEW QUESTION 6

Northern Trail Outfitters (NTO) wants to use crews to service its customers. NTO's consultant recommends using the Crew Management tool to create and maintain the crews, and indicates that access to the tool is given via a permission set.
Which two permission sets should give a user access to the Crew Management tool? Choose ? answers

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

Answer: BC

NEW QUESTION 7

A consultant has implemented user territories at Northern Trail Outfitters (NTO) in a private sharing model. A new Midwest Service Territory has been created. Which two actions should NTO take to give the dispatcher access to all relevant Midwest records? Choose 2 answers

- A. Create a new user territory associated with the Service Territory and dispatcher.
- B. Configure and run the User Territory Sharing Job in Field Service Settings.
- C. Assign a new user territory and add each of the assigned service resources.
- D. Add the resources assigned to the Service Territory's Member related list.

Answer: AB

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 (NTO) wants to track and report on individual tasks completed, including parts consumed and pricing details, as part of the Work Order completion process. NTO wants to schedule one or multiple tasks to different Technicians as needed. How should the Consultant meet the requirement utilizing the standard Salesforce Field Service Data Model?

- A. Create Custom Object records, each with its own child Service Appointment.
- B. Create multiple Service Appointments, each with its own child task records.
- C. Create multiple Service Appointments, each with its own child Work Order Line Item.
- D. Create Work Order Line Items, each with its own child Service Appointment.

Answer: D

NEW QUESTION 10

Northern Trail Outfitters has hired a contractor to help with service calls on an as-needed basis. The contractor should be limited to travel a maximum of 50 minutes from home. Which action should a consultant recommend?

- A. Link rules to Relevance Groups.
- B. Assign a high efficiency score.
- C. Check 'Keep These Appointments Scheduled'.
- D. Include a Match Fields work rule.

Answer: B

NEW QUESTION 10

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: C

NEW QUESTION 15

Universal Containers offers 2-hour versus 4-hour appointment booking windows for Gold versus Standard Customers. What should a Consultant recommend to offer appropriate appointment booking windows?

- A. Service Due Date
- B. Customer Working Hours
- C. Customer Entitlement
- D. Service Urgency

Answer: C

NEW QUESTION 20

Universal Containers wants Technicians to view work progress through the Work Order Line Item card in the Salesforce Field Service mobile app. Which configuration steps should the Consultant take to meet this requirement?

- A. Create a custom Visualforce page and add an external link in the Salesforce Field Service mobile app to view the page in the mobile browser.
- B. Create a Report Chart that summarizes Work Order Line Items and add a link to the Service Appointment layout.
- C. Add the Work Order Line Items related list to the Work Order page layout and assign the layout to the Technician's profile.
- D. Create a custom Lightning Component that displays Work Order progress and deploy it to Technicians through the Salesforce Field Service mobile app.

Answer: C

NEW QUESTION 24

AW Computing uses a private record access model in the sales, support, and field service organizations. How should the system administrator ensure that the technicians have the appropriate access to the service appointments dispatched to them?

- A. Create a user territory for the technicians' primary and secondary territories.
- B. Create a process to change the owner of the service appointment to the assigned technician.
- C. Enable the sharing features in the Field Service settings in the Setup menu.
- D. Configure a sharing rule to share dispatched service appointments with the assigned resource.

Answer: A

NEW QUESTION 25

The Dispatcher at Universal Containers wants to schedule Service Appointments from the Dispatch Console while taking the Scheduling Policy into consideration. Which three options are available to the Dispatcher? Choose 3 answers

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

Answer: ACD

NEW QUESTION 26

One of the products sold by Universal Containers requires quarterly service appointments. Which feature should a Consultant use to meet this requirement?

- A. Define a repeating Work Type.
- B. Implement Path for Work Orders.
- C. Build a Process for Service Appointments.
- D. Configure a Maintenance Plan.

Answer: D

NEW QUESTION 28

Each container consists of multiple parts that are tracked by Asset records. Universal Containers's customers usually wait until several parts need service before requesting a Technician come on-site to save money on service charges. How should a Consultant configure Salesforce Field Service to track the work performed?

- A. Create a Work Type and Work Order for each Asset being serviced.
- B. Create a Work Order and Work Order Line Item for each Asset being serviced.
- C. Create a Work Order for all Assets being serviced and a Work Order Line Item for each Product Consumed.
- D. Create a Work Type to automatically create relevant line items for each Asset.

Answer: B

NEW QUESTION 33

Universal Containers wants to identify which resources need more or fewer appointments. Which Gantt chart filter option should a Consultant recommend to provide this information?

- A. Select Date Resolution on the Hours Tab.
- B. Select Travel Time and Breaks as skills on the Skills Tab.
- C. Select Hours, Absences and Overtime on the Utilization Tab.
- D. Select Sort by Average Utilization on the Resources Tab.

Answer: D

NEW QUESTION 36

Each door lock that Universal Containers (UC) sells has a unique 20 digit code. The code represents the manufacturer, production run, and production number. UC needs to track each lock. In addition to the installed locks, all Technicians carry five replacement units in their van stock, How should UC track the van stock door locks?

- A. Create a product item and enter the serial numbers in the related list.
- B. Create a product item with all the serial numbers in the notes section.
- C. Create a product item for each door lock utilizing standard fields.
- D. Create a product item and enter the Technicians' lock quantity.

Answer: C

NEW QUESTION 37

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 39

Universal Containers's Dispatchers want to visualize the planned travel route for a Technician during their shift. Which feature should the Consultant recommend to meet the requirement?

- A. Service Appointment Reports
- B. Service Resource Dashboard
- C. Street-level Routing
- D. Aerial Routing

Answer: B

NEW QUESTION 41

universal container wants its technician to follow a standard operating procedure (S O P) while performing maintenance on an individual asset. Each operation should be captured independently to allow technician to enter note and update status they progress with the work preventative maintenance should be with a single visit

Which data model should the consultant recommend to the universal container?

- A. Work order to represent the preventative maintenance on the asset - work order line item to represent the different operations - service appointment to represent the visit
- B. Service appointment to represent ante the preservative maintenance on the asset - work order line item to represent the different operations - work order to represent the visit
- C. Work order to represent the preventative maintenance on the asset - service appointment to represent the different operations - work order line item to represent the visit
- D. Work order line item represent the preventative Maintenance on the asset - work order represent the different operations- service appointment to represent visit

Answer: A

NEW QUESTION 43

Universal Containers wants to standardize creation of Work Orders. Historically, Work Orders have been set up with the incorrect skills and estimated time to completion.

What should a Consultant utilize to meet this requirement

- A. Entitlement Templates
- B. Entitlements
- C. Work Types
- D. Work Order Record Types

Answer: C

NEW QUESTION 48

Universal Containers sells widgets with multiple components. Based on a problem reported by a customer, one or more of the components need to be replaced. What should a Consultant recommend to accurately record the required work?

- A. Work Orders with Service Appointments
- B. Work Orders with Work Order Line Items
- C. Service Appointments and Service Appointment Line Items
- D. Work Orders with Products Consumed

Answer: B

NEW QUESTION 51

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 54

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 58

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 62

Universal Containers plans to implement Crew Management to better support its clients. Which area does the Consultant need to consider as part of the recommendation?

- A. The Preferred Resource service objective is ignored for active Crew Members.
- B. Capacity-based scheduling is supported for Service Crews.
- C. A service resource can only be 2 member of 2 single Crew
- D. Salesforce Field Service considers the Recommended Crew Size when assigning appointments.

Answer: C

NEW QUESTION 67

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 71

Universal Containers (UC) is rolling out Inventory Management to better manage parts and inventory. UC wants to automatically associate certain parts and products to Work Orders upon creation based on the work to be performed. How should the Consultant meet this requirement?

- A. Add Products to the Products Required Related List on the Asset object.
- B. Add Products to the Work Order Products Related List on the Asset object.
- C. Add Products to the Products Required Related List on the Work Type object.
- D. Add Products to the Work Order Products Related List on the Work Type object.

Answer: C

NEW QUESTION 76

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 81

A Technician at Universal Containers (UC) is responsible for servicing multiple Assets at a customer site during a single visit. UC wants to minimize impact for the customer and consolidate work for its Technician. What should the Consultant recommend to meet this requirement?

- A. Create and schedule independent Work Orders for each Asset, each with a Service Appointment.
- B. Create and schedule a Service Appointment with a single Work Order with Work Order Line Items for each Asset.
- C. Create designated Time Slots to ensure appropriate time is held to accommodate these types of visits.
- D. Create a single Work Order with Work Order Line Items for each Asset, each with a Service Appointment.

Answer: B

NEW QUESTION 84

Universal Containers wants Technicians using the Salesforce Field Service mobile app to indicate when Service Appointments are at risk of late completion. What should a Consultant recommend to meet this requirement?

- A. Post to the Service Appointment Chatter feed.
- B. Change the Status field on the Service Appointment.
- C. Adjust the Scheduled End field on the Service Appointment.
- D. Update the In Jeopardy field on the Service Appointment.

Answer: A

NEW QUESTION 89

Universal Containers provides maintenance and emergency services to its customers. Sending Technicians to emergency calls during the day causes long travel times and reduces the number of appointments that a Technician can complete.

Which feature should the Consultant use to reduce travel time and increase Technician productivity?

- A. Reschedule Appointment
- B. Fill-in Schedule
- C. oO Resource Schedule Optimization
- D. Fix Overlaps

Answer: C

NEW QUESTION 94

Universal Containers (UC) wants to schedule Work Orders only if Technicians have the necessary qualifications to complete the designated work. In which two ways can UC achieve this? Choose 2 answers

- A. Leverage the Match Skills Work Rule when scheduling appointments.
- B. Leverage the Match Skills Scheduling Policy when scheduling appointments.
- C. Create Skills that relate to qualifications from Setup and assign them to a Service Resource.
- D. Create Skills that relate to qualifications from the Skills tab and assign them to a Service Resource.

Answer: AC

NEW QUESTION 95

Universal Containers need to send the technician into the field to service containers. It takes two technicians with specialized skill to complete the work at same time.

How should the consultant make this requirement?

- A. Create a work rule with two required skills
- B. Create a two-service crew
- C. Create a crew with two technicians

Answer: C

NEW QUESTION 100

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 103

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 108

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