

Salesforce

Exam Questions Field-Service-Consultant

Salesforce Certified Field Service Consultant



NEW QUESTION 1

How should a Consultant configure Salesforce Field Service to ensure agents and dispatchers can quickly create Work Orders with the appropriate materials?

- A. Create Work Types with Work Order Line Items.
- B. Create Work Types with Products Consumed.
- C. Create Work Types and Locations.
- D. Create Work Types with Products Required.

Answer: D

NEW QUESTION 2

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 3

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 4

Which three objects are associated to the Work Type? Choose 3 answers

- A. Skill Requirements
- B. Resources
- C. Service Appointments
- D. Articles
- E. Products Required

Answer: BDE

NEW QUESTION 5

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 6

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 7

in which two scenarios should a consultant recommend multi day service appointment? Choose 2 answers

- A. Jobs can take longer than the available resources hours in a day.
- B. jobs need to be performed at the same site on the same day of the week.
- C. jobs require multiple stages of work performed by different resources.
- D. jobs require consecutive days of work and can span over weekends.

Answer: AD

NEW QUESTION 8

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 9

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 10

Universal container needs to verify that a repair job has been completed to the customer satisfaction before an invoice can be generated
Which two items should the consultant consider? Choose 2 answers

- A. Generate service in the organization's default language
- B. Send a feedback survey to the customer when a service appointment is completed
- C. Configure signature blocks for service report templates
- D. Add service reports templates to the appropriate repair work type

Answer: BC

NEW QUESTION 11

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 12

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 13

Universal Containers wants to implement Service Level Agreements (SLA) for Work Orders. Which three considerations should the Consultant take into account?
Choose 3 answers

- A. An Entitlement Process must be applied to both Cases and Work Orders.
- B. Milestones for Work Orders can be configured in Setup.
- C. Milestones for Work Orders can be set up from the metadata API.
- D. A new Entitlement Process requires selecting a single Entitlement Process Type.
- E. A single Milestone can be added to both Case and Work Order Entitlement Processes.

Answer: BDE

NEW QUESTION 14

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 15

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 16

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 17

At Northern Trail Outfitters (NTO), agents are expected to complete a variety of tasks. They create cases and work orders, and need Read access to work types and work rules. They also book and manage appointments, assign mobile resources, and optimize their mobile workforce's schedule.

What is the best permission set(s) a consultant should recommend assigning to NTO agents?

- A. Dispatcher
- B. Agent and Resource
- C. Agent
- D. Mobile, Agent, and Resource

Answer: D

NEW QUESTION 18

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 19

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 20

Universal Containers wants to track Technicians' van stock using the Salesforce Field Service mobile app a ensure that Technicians report when parts are used.

Which three data elements should a Consultant recommend tracking to support these requirements? Choose 3 answers

- A. Inventory
- B. Warehouse Locations
- C. Products Consumed
- D. Products Required
- E. Mobile Locations

Answer: CDE

NEW QUESTION 21

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