

Salesforce

Exam Questions Field-Service-Consultant

Salesforce Certified Field Service Consultant



NEW QUESTION 1

Universal containers has a large volume of cancellations occurring on their Work Orders. The COO wants to manage Work Order cancellations and subsequent follow-ups. Which two options should a Consultant recommend? Choose 2 answers.

- A. Change the Work Order with a closed status of "Cancelled."
- B. Change the Work Order with a status of "New."
- C. Re-use the existing Work Order for the follow-up.
- D. Create a child Work Order for the follow-up Work Order.

Answer: AD

NEW QUESTION 2

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 3

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 4

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 5

Technicians often need to generate a report in the customer's language. Which configuration should the Consultant recommend to meet the requirement?

- A. Update the Language of the current User.
- B. Add the Service Report Language field to the Work Order Page Layout.
- C. Add the Language field to the Contact Page Layout.
- D. Update the Default Language of the Organization.

Answer: B

NEW QUESTION 6

Universal Containers requires trained inspectors to make three site visits per year to inspect containers at customer sites. These visits must be created 14 days before the next suggested inspection date. What are two ways a Consultant can configure Maintenance Plans to meet the requirement? Choose 2 answers

- A. Associate a Required Skill called Site Visit to a Maintenance Plan.
- B. Associate 2 Work Type called Site Visit to a Maintenance Plan
- C. Auto-generate Work Orders with a 14 day Generation Timeframe.
- D. Auto-generate Work Orders with a 14 day Generation Horizon.

Answer: BD

NEW QUESTION 7

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 8

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 9

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 10

Universal Containers needs a team to perform periodic maintenance on the most complex products. Which feature should the Consultant configure to meet this requirement?

- A. Required Resource
- B. Preferred Resource
- C. Service Crew
- D. Technicians with Required Skills

Answer: C

NEW QUESTION 10

Which two objects are required when configuring an optimization job? Choose 2? answers

- A. Service Territory
- B. Scheduling Policy
- C. Work Type
- D. Polygons

Answer: AB

NEW QUESTION 13

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 18

Technicians earn certifications that must be renewed periodically to ensure their skills remain up to date. How can these certifications be managed on the Resource?

- A. Add the Resource Skill and track certification using reminder.
- B. Add the Resource Skill and create Absence once expired.
- C. Add the Resource Skill and remove from the Service Territory once expired.
- D. Add the Resource Skill and set the End Date.

Answer: D

NEW QUESTION 20

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 25

A Dispatcher needs to reduce the backlog of Service Appointments in different territories and focus on individual customer service preferences. Which Scheduling Policy should the Dispatcher use?

- A. Emergency
- B. High Intensity
- C. Soft Boundaries
- D. Customer First

Answer: C

NEW QUESTION 27

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 31

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 36

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 40

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 42

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 44

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 49

Ursa Major Solar (UMS) has implemented Field Service using a private record access model. UMS has also set work types to automatically generate Service Appointments.

Which two sharing options are available for these Service Appointments? Choose 2 answers

- A. A Service Appointment can be shared by clicking Sharing on the record.
- B. The Service Appointment's parent record can be shared with the assigned resource.
- C. Auto-generated scheduled Service Appointments will be shared with resources.
- D. Make the dispatcher the assigned resource on the Service Appointments.

Answer: AD

NEW QUESTION 54

At Universal Containers, the Service Territory member's time zone is one hour behind the Service Territory time zone. How should the Consultant ensure proper scheduling and optimization for the member?

- A. Add one hour to the start and end times on the Service Territory.
- B. Change the time zone on the Service Territory Member's user record to match the Service Territory's time zone.
- C. Add one hour to the start and end times on the Service Territory Member's Operating Hours.
- D. Subtract one hour from the start and end times on the Service Territory.

Answer: C

NEW QUESTION 55

Universal Containers sells products that are made up of senalized 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 58

Universal Containers wants to ensure Technicians have the correct equipment before arriving at a Job site. Which two considerations should the Consultant take into account when configuring Salesforce Field Service? Choose 2 answers

- A. Quantity and Unit of Measure are required when adding a Required Product.
- B. Validation Rules and Triggers created on the Work Order and Work Order Line Item objects are automatically recreated for Work Types.
- C. Required Products must be added to both the Work Order and all Work Order Line Items.
- D. Work Types can be configured to include Required Products on Work Orders and Work Order Line Items.

Answer: BD

NEW QUESTION 60

Which Work Rule should a Salesforce Field Service Consultant use to assign Service Resources based on related object records?

- A. Resource Availability
- B. Extended Match
- C. Required Resource
- D. Match Field

Answer: B

NEW QUESTION 63

How should the Consultant recommend visualizing the highest revenue generating Service Appointments on the Gantt?

- A. Use Map Report Layers.
- B. Color code using Gantt Palettes.
- C. Create a Gantt Action to highlight.
- D. Add the relevant field to the Field Set.

Answer: B

NEW QUESTION 67

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 69

Universal Containers (UC) wants to track the Asset lifecycle when equipment has been swapped out. What should a Consultant recommend to meet this requirement?

- A. Add the field history tracking related list to the Asset Page and configure the Product Request object,
- B. Add the Related Asset related list to the Asset Page and configure the Product Request object
- C. Add the Related Asset related list to the Asset Page and configure the Asset Relationship object.
- D. Add the field history tracking related list to the Asset Page and configure the Asset Relationship object.

Answer: C

NEW QUESTION 74

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 75

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 78

A technician reported that the travel time calculated between appointments is often too short because job delays throughout the day. Which setting should a consultant consider to improve travel time accuracy?

- A. Minimum grade, default operating hour
- B. Estimated travel time, minimize travel
- C. Travel speed unit, actual travel time
- D. Street level routing, Default travel speed

Answer: D

NEW QUESTION 83

Which fields on Service Appointments help ensure that they are completed within the agreed upon Service Level Agreement (SLA) with Universal Containers' customers?

- A. Actual Start, Actual End
- B. Arrival Window Start, Arrival Window End
- C. Scheduled Start, Scheduled End
- D. Earliest Start Permitted, Due Date

Answer: D

NEW QUESTION 86

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 88

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 89

Universal Containers wants to track when Technicians need to visit a customer site multiple times to resolve an issue. How should a Consultant configure this using a single Work Order?

- A. Create a new Service Appointment for each site visit.
- B. Create a new Child Work Order for each site visit.
- C. Create a new Product Consumed for each site visit.
- D. Create a new Work Order Line Item for each site visit.

Answer: A

NEW QUESTION 90

An employee at Universal Container performs the role of a dispatcher and a technician. How should a consultant configure the field service lightning to support this behavior?

- A. Create one service resource and assign the relevant permission set license
- B. Create two skills records and assign them to service resources record
- C. Create two service resource and assign them to the employee
- D. Create one service resource and assign the technician and dispatcher role

Answer: A

NEW QUESTION 94

To ensure that preventative maintenance work can be completed on time, Universal Containers wants to automatically generate Work Orders 14 days before the next suggested maintenance date. How should the Consultant meet this requirement?

- A. Define a generation horizon of 14 days.
- B. Define a generation timeframe of 14 days.
- C. Configure Auto-generate Work Orders to True.
- D. Define a generation horizon of 20,160 minutes.

Answer: A

NEW QUESTION 99

Universal Containers wants to provide a view of emergency work that is only visible to dispatchers. What should the consultant do to meet the requirement?

- A. Custom gantt filter
- B. Custom lightning component
- C. Custom report in a private report folder
- D. Custom list view

Answer: A

NEW QUESTION 104

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 109

An employee at Universal Containers performs the role of a Dispatcher and a Technician. How should a Consultant configure Salesforce Field Service to support this behavior?

- A. Create one Service Resource and assign the relevant Permission Set License
- B. pee
- C. Create two Service Resources and assign them to the employe
- D. &
- E. Create one Service Resource and assign the Technician and Dispatcher role.
- F. Create two Skills records and assign them to the Service Resource record.

Answer: A

NEW QUESTION 111

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 114

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 117

Optimization for the Midwest territory is set to automatically run each night for the next three days. The Dispatcher has noticed that the optimizer is leaving many Service Appointments unscheduled and has asked the Consultant to troubleshoot the issue. The Consultant notices that the Optimization Run Time per Service Appointment is set to Low in the Field Service Settings.

Which two conditions would make the Consultant consider setting the optimizer to High? Choose 2 answers

- A. Most service appointments have the same priority.
- B. The Scheduling Policy Used field is blank.
- C. The scheduling policy is producing too many candidates that qualify for each Service Appointment.
- D. The Calculate travel and breaks Field Service Setting is disabled for the Service Resource Availability work rule.

Answer: AC

NEW QUESTION 118

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 121

.....

Thank You for Trying Our Product

We offer two products:

1st - We have Practice Tests Software with Actual Exam Questions

2nd - Questions and Answers in PDF Format

Field-Service-Consultant Practice Exam Features:

- * Field-Service-Consultant Questions and Answers Updated Frequently
- * Field-Service-Consultant Practice Questions Verified by Expert Senior Certified Staff
- * Field-Service-Consultant Most Realistic Questions that Guarantee you a Pass on Your FirstTry
- * Field-Service-Consultant Practice Test Questions in Multiple Choice Formats and Updatesfor 1 Year

100% Actual & Verified — Instant Download, Please Click
[Order The Field-Service-Consultant Practice Test Here](#)