

Salesforce

Exam Questions Field-Service-Consultant

Salesforce Certified Field Service Consultant



NEW QUESTION 1

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 2

A Dispatcher notices that the Crew assigned to a Service Appointment is missing a skill for the work assigned. How can the Dispatcher update the Service Crew to meet those requirements?

- A. Create a new Service Appointment with a different Crew.
- B. Edit the Service Appointment and add a new Service Resource.
- C. Update the Service Crew on the Service Appointment's Work Type.
- D. Use the Crew Management tool to add Service Resources to the Crew.

Answer: D

NEW QUESTION 3

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 4

Customer relationships and reliable service are the main focus this year at Ursa Major Solar. Management has asked that once a technician has serviced a customer, they continue to service that customer when possible. What should the consultant recommend to meet this requirement?

- A. Designate a Skill-based resource to the Work Order.
- B. Assign a Preferred status Resource Preference to the Account.
- C. Configure an account preference on the Service Resource record.
- D. Include the Required Resource work type in Scheduling Policies.

Answer: D

NEW QUESTION 5

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 6

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 7

The field service administrator at Ursa Major Solar updates the skills required on the most common work types to adapt to the increasing complexity of jobs. This change has led to many service appointments to be in violation. There is a global optimization job set up to run nightly that has been working correctly up until this point. The administrator needs to understand why the jobs are still scheduled to resources that lack the appropriate skill level.

What are two reasons appointments remain in violation and are not reassigned? Choose 2 answers

- A. Global optimization doesn't reschedule appointments that have rule violations.
- B. The optimizer uses a scheduling policy different from what is used on the dispatch console.
- C. The territory of the resources was not included in the global optimization request.

D. There are no service resources available with the required skill levels.

Answer: BC

NEW QUESTION 8

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 9

Universal Containers wants to assign Service Appointment based on the Polygon of the child service territory in the hierarchy. How should a Consultant assign Service Appointments to the Polygon?

- A. Set the Polygon Assignment Policy to the Highest Level.
- B. Set the Territory Assignment Policy to the Highest Level.
- C. Set the Territory Assignment Policy to the Lowest Level.
- D. Set the Polygon Assignment Policy to the Lowest Level.

Answer: C

NEW QUESTION 10

Service Appointments in a "Cannot Complete" status may indicate that an additional part or expert assistance is needed to complete the work. Universal Containers defined that Service Appointments in a "Cannot Complete" status are unable to be rescheduled or unscheduled for history tracking purposes. Which two items should the Consultant recommend to meet the requirement? Choose 2 answers

- A. Ensure that Status Transitions are configured to prevent the up3Ste from "Cannot Complete" to
- B. Define "Cannot Complete" as a Pinned Status for Scheduling and Optimization Services
- C. Define "Cannot Complete" as a Pinned Status for Auto-Dispatch Services
- D. Ensure that Status Transitions are configured to allow the status update from "Cannot Complete" to "Scheduled."

Answer: AB

NEW QUESTION 10

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 13

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 15

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 18

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 20

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 25

A technician needs to get replacement part for damaged inventory on them for an upcoming job. To which object should the technician add a product request record?

- A. work types
- B. work order
- C. service appointment
- D. service report

Answer: B

NEW QUESTION 26

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 28

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 32

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 34

Universal Containers wants to dispatch emergency work identified throughout the day that needs to be completed before lower-priority work. What should the Consultant recommend to meet this requirement?

- A. Apply the Reshuffle action within the Gantt.

- B. Define a Global Optimization job to run hourly.
- C. Create a custom Gantt action to call an Apex class to reschedule appointments.
- D. Write a batch Apex class to unschedule low priority work orders.

Answer: A

NEW QUESTION 36

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 41

Universal Containers wants to report on the volume of products installed within a specific timeframe. Which solution should the consultant utilize to meet the requirement?

- A. A work order related list on asset
- B. A custom installation date field on products consumed
- C. Field history tracking on asset
- D. The standard installation date field on asset

Answer: D

NEW QUESTION 42

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 44

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 46

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 51

Universal Containers wants to track Technicians' van stock using the Salesforce Field Service mobile app and 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 52

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 55

Service resources at universal container UC frequently work in more than one service territory the current scheduling policy looks only at primary territory while us still want to optimizer 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 57

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