

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

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 3

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 4

Universal Containers would like to provide Field Service Technicians the ability to capture details and customer approval on completed work so that the details can be compiled and sent to the customer electronically. What should a Consultant recommend to meet this requirement?

- A. Create a Process Builder to generate a report.
- B. Create a custom report.
- C. Use the standard Service Report
- D. Use the standard Work Order email template.

Answer: C

NEW QUESTION 5

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 6

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 7

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 8

One of Universal Containers's customers allows maintenance only between 12 PM -1:00 PM. On which object should a Consultant set Operating Hours to meet this requirement?

- A. Service Territories
- B. Service Territory Members
- C. Service Appointments
- D. Accounts

Answer: D

NEW QUESTION 9

Universal Containers has implemented a Flow that allows Technicians to replace faulty or damaged Assets directly from within the Salesforce Field Service mobile app.

Once a replacement has been made, where can the Asset Relationships be viewed?

- A. Only the Primary Assets related list on the Asset object
- B. Only the Primary Assets related list on the Work Order object
- C. Both the Primary Assets and Related Assets related lists on the Work Order object
- D. Both the Primary Assets and Related Assets related lists on the Asset object

Answer: D

NEW QUESTION 10

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 14

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 15

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 19

Universal Containers wants to limit their Technicians' view of Work Orders and Service Appointments in the Salesforce Field Service mobile app.

What should a Consultant recommend to control their Technicians' view?

- A. Page Layouts
- B. Mini-Page Layouts
- C. Field Sets
- D. Visualforce Pages

Answer: A

NEW QUESTION 24

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 27

Universal Containers wants to ensure that Service Appointments are only assigned to Active Resources. Which configuration should a Consultant recommend for the Scheduling Policy?

- A. Match Fields
- B. Preferred Resources
- C. Match Boolean
- D. Required Resources.

Answer: C

NEW QUESTION 30

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 34

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 38

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 43

A Universal Containers customer is having issues with three containers at the customer's site. Each container is tracked as an Asset on the customer's Account. Which two methods should the Consultant recommend to ensure the service associated with each container can be handled independently? Choose 2 answers

- A. Add each Asset to a separate Work Order Line Item
- B. Create a Service Appointment for each Line Item.
- C. Add each Asset to a separate child Work Order
- D. Create a Service Appointment for the parent Work Order.
- E. Add each Asset to a separate Work Order Line Item
- F. Create a Service Appointment for the Work Order.
- G. Add each Asset to a separate Work Order
- H. Create a Service Appointment for each Work Order.

Answer: CD

NEW QUESTION 47

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 52

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. oO 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 54

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 55

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. Define "cannot complete" as a pinned status for auto-dispatch services.
- B. Define "cannot complete" as a pinned status for scheduling and optimization services.
- C. Ensure that status transitions are configured to prevent the update from "cannot complete" to "none".
- D. Ensure that status transition are configured to allow the status update from "cannot complete" to "scheduled".

Answer: BC

NEW QUESTION 58

universal container UC want to track the asset lifecycle when equipment has been snapped out

What should a consultant recommend to meet this requirement?

- A. Add the field history tracking related list to the assets page and configure the asset relationships 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 relationships object
- D. Add the field history tracking related list to the asset page and configure the product request object

Answer: C

NEW QUESTION 61

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 66

Universal Containers wants to track the time a Service Resource spends on each step of more complex repair jobs. This time could include travel, prep and on-site time.

How could the Service Resource's Time Sheet be configured to track the total time spent on each step?

- A. Relate the Time Sheet Entries to the Service Appointment.
- B. Relate the Time Sheet to the Service Appointment.
- C. Relate the Time Sheet to the Work Order Line Item.
- D. Relate the Time Sheet Entries to the Work Order Line Item.

Answer: D

NEW QUESTION 69

A customer makes one appointment for the sales department, and another appointment for the service department. The two appointments should be handled on the same day, but should be created as separate appointments. In addition, the Technician must complete one appointment before starting the next. The agent wants to make sure these two appointments are scheduled together and in sequence.

Which three things should the Consultant verify to ensure these requirements are met and simultaneous scheduling will occur? Choose 3 answers

- A. The checkbox Use all-or-none scheduling for related appointments in Field Service Settings is selected.
- B. The Dependency Type is set to Start After Finish and Same Day on the first service appointment in the dependency.
- C. A dependency has been created between the two appointments and the start times are the same.
- D. The Same Resource and Same Day fields appear on the Service Appointments page layout.
- E. The Complex Work Visualforce page is added to the Service Appointments page

Answer: ABE

NEW QUESTION 71

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 75

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 79

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 81

A technician reported that the travel time calculated between appointments is often two 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 84

Universal Containers performs service on field assets that require a sequence of work tasks. A Consultant has recommended Work Order Line Items to manage the tasks and assets/parts necessary to manage the work. Which two of the following must be considered as part of this solution to ensure Work Orders are properly completed? Choose 2 answers

- A. Use of Standard Reports to view Parent and Root Work Order Lines Items within Work Orders by Customer.
- B. Use of Work Order Line Items that automatically inherit the hierarchy of Assets attached to Work Order.
- C. Use of Work Order Line Items to link to a specific Asset within the Asset Hierarchy that represents the BoM.
- D. Use of a parent-child Work Order Line Item to create a Work Order Line Item hierarchy.

Answer: AD

NEW QUESTION 87

Universal Containers (UC) provides services to multiple machines installed at customer sites. Each machine has different issues that need to be fixed. UC wants to track progress, different parts used, and time spent on each machine when dispatching a Technician. How should the Consultant meet these requirements?

- A. Each Asset will have a Service Appointment that will represent the work needed for each machine.
- B. Work Orders will have multiple Work Order Line Item
- C. Each Work Order Line Item will be linked to the Asset and have a Service Appointment.
- D. Work Orders will have multiple Service Appointment
- E. Each Service Appointment will be linked to the Asset.
- F. Each Account will have a Service Appointment that will represent the work to be done at the customer site.

Answer: B

NEW QUESTION 92

Which two features on the Dispatcher Console should the Consultant use to visualize Rule Violating Service Appointments? Choose 2 answers

- A. Color Palettes
- B. Gantt
- C. Gantt Map
- D. Appointment List

Answer: BD

NEW QUESTION 95

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 99

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 100

Universal containers (UC) wants to deploy knowledge to its field team. How should UC ensure its technicians can access knowledge articles offline?

- A. Use the salesforce Mobile App with deep linking to the field service lightning Mobile App.
- B. Use work types to assign associated articles to work order.
- C. Create a custom Mobile App that syncs articles based on service appointment assignments.
- D. Write a workflow that associates articles to work orders based on a picklist on the work order.

Answer: B

NEW QUESTION 102

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 106

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 Componen
- 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 108

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 112

Universal Containers wants to prevent the lunch break from interfering with existing scheduled work. How should a Consultant configure the Scheduling Policy to ensure a 30-minute lunch break that begins every day after 1 PM?

- A. Create a recurring Service Appointment.
- B. Use the Resource Availability Rule.
- C. Use appropriate Resource Operating Hours.
- D. Create Resource Absences every day.

Answer: D

NEW QUESTION 113

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 117

Universal Containers 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 122

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 123

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 124

Northern Trail Outfitters (NTO) asks its clients for feedback on every service visit. NTO wants to dispatch the appropriate Technicians based on customer feedback.

What are two ways the Consultant can meet this requirement? Choose ? answers

- A. Configure and add excluded and required resource Work Rules to scheduling policies.
- B. Configure resource preferences on the Account or Work Order.
- C. Configure and add excluded and required resource business objectives to scheduling policies.
- D. Configure customer preferences on the Service Resource record.

Answer: AB

NEW QUESTION 125

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