

# Exam Questions Field-Service-Consultant

Salesforce Certified Field Service Consultant

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#### NEW QUESTION 1

Universal Containers (UC) normally focuses on minimizing travel. Weather can cause situations that require expedited on-site service. How should a Consultant recommend UC handle unplanned service during times of severe weather?

- A. Postpone all lower-priority jobs and extend Due Dates.
- B. Configure an Emergency Policy and use the Emergency Wizard.
- C. Manually flag Service Appointments as "In Jeopardy" due to weather.
- D. Configure a new Service Level for immediate assignment.

**Answer: B**

#### NEW QUESTION 2

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 3

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 4

A mobile technician uses parts present in their van to complete an on-site customer installation. The technician has marked the service appointment and work order as completed. They want to record the parts used in completing the job and adjust their van stock. Where should the technician record this information?

- A. The Product Item Transactions Related List on the Product Item
- B. The Work Order Line Item associated with the completed Work Order
- C. The Products Consumed section on the Work Order
- D. The Product Request Line Item associated with the Product

**Answer: C**

#### NEW QUESTION 5

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 2 answers

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

**Answer: BC**

#### NEW QUESTION 6

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 7

Universal Containers wants to ensure that inventory needed for repair jobs is tracked and managed so Technicians have the material for their jobs. Which two ways should a Consultant recommend tracking these inventory requirements in Salesforce? (Choose two.)

- A. Products Required for Work Orders
- B. Products Required for Service Appointments
- C. Products Required for Work Order Line Items

D. Products Required for Service Resources

**Answer:** AC

#### NEW QUESTION 8

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 9

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 10

When customers call in for support at AW Computing, a case is always created. If the issue cannot be solved without dispatching a technician, a work order is created from the case. Milestones are currently being used on cases, and support operations would like to extend the use of milestones to the work orders. To meet this requirement, the system administrator added the milestone Lightning component to the work order Lightning record page. Technicians and managers are reporting that there are no milestones listed when viewing the record.

How should this issue be resolved?

- A. Make sure the case entitlement record is being shared with the service resource.
- B. Add work order milestones after the case milestones to the entitlement process.
- C. Ensure the work order entitlement is related to the same process as the case entitlement.
- D. Create a separate entitlement process associated to the work order object.

**Answer:** D

#### NEW QUESTION 10

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 12

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 14

To prepare for an upgrade, a mobile technician creates a product request for three circuit boards to be sent from the main warehouse to the customer site. The completed job needs two of the boards. Which two Field Service tools should the technician use to return the unused circuit board to the warehouse? Choose 2 answers

- A. Work Order
- B. Return Order
- C. Product Transfer
- D. Product Receipt

**Answer:** BD

#### NEW QUESTION 19

Universal Containers's Technicians may be assigned to Jobs with an arrival window to meet the customer appointment time preference. Technicians are also assigned to Jobs without a preferred appointment time.

In which two ways should the Consultant define Operating Hours to meet this requirement? Choose 2 answers

- A. The Maintenance Plan for the Account
- B. The Due Date of the Service Appointment
- C. The Time Slots for Appointment Booking
- D. When Service Resources are available for work

**Answer:** BC

#### NEW QUESTION 23

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 25

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 30

Service technicians at AW Computing use the Field Service mobile application when in the field. The technicians rely on Knowledge articles to assist them with completing assigned work.

How should the solution be configured to ensure technicians can access relevant Knowledge articles?

- A. Create a quick action on the work order to search the Knowledge base.
- B. Attach the relevant articles to the work order or work order line items.
- C. Update the Service Appointment page layout to include the Articles related list.
- D. Add the Knowledge Lightning component to the Field Service mobile app.

**Answer:** B

#### NEW QUESTION 33

Universal Containers wants to make it easier for Managers to monitor Preventative Maintenance work orders using the Dispatcher Console.

Which two filtering options should managers use to find the appropriate work orders? Choose ? answers

- A. The Preventative Maintenance Gantt and filter the list to show only desired work orders
- B. The Dispatcher Console Map and filter the list to show only desired service appointments
- C. The Dispatcher Console Appointment list and filter the list to show only desired service appointments
- D. The Dispatcher Work Order Polygon and filter the list to show only desired service appointments

**Answer:** BC

#### NEW QUESTION 35

Which object can be used to share Service Appointments with Service Resources in Salesforce Field Service?

- A. Service Territory
- B. Work Order
- C. User Territory
- D. Service Territory Member

**Answer:** D

#### NEW QUESTION 40

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 43

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 47

Universal Containers wants to dispatch groups of Service Appointments to their Technicians. The number of Service Appointments dispatched at a time varies among different Service Territories.

Which two settings should a Consultant enable to ensure Service Appointments are dispatched correctly? Choose 2 answers

- A. Set the Service Appointment to Dispatch in Field Service Settings.
- B. Enable Drip Feed Dispatching in Field Service Settings.
- C. Set the Number of Services to Drip Feed on the Service Territory.
- D. Enable Sharing of Dispatched Service Appointments.

**Answer:** BC

#### NEW QUESTION 52

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 54

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 58

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 60

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 62

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 67

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 72

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 76

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 78

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 81

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 ? 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 Cas

**Answer:** AB

#### NEW QUESTION 82

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 ? 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. a Create Skills that relate to qualifications from the Skills tab and assign them to a Service Resource.

**Answer:** AC

#### NEW QUESTION 84

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 87

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 90

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