

# 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 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 3

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 4

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 5

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 6

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 7

Time sheet entries can be associated to which two objects? Choose 2 answer

- A. Work order line item
- B. assigned resources
- C. Service resource
- D. Work order

**Answer: AD**

#### NEW QUESTION 8

Northern Trail Outfitters (NTO) wants to track and report on individual tasks completed, including parts consumed and pricing details, as part of the Work Order completion process. NTO wants to schedule one or multiple tasks to different Technicians as needed.

How should the Consultant meet the requirement utilizing the standard Salesforce Field Service Data Model?

- A. Create Custom Object records, each with its own child Service Appointment.
- B. Create multiple Service Appointments, each with its own child task records.
- C. Create multiple Service Appointments, each with its own child Work Order Line Item.
- D. Create Work Order Line Items, each with its own child Service Appointment.

**Answer: D**

#### NEW QUESTION 9

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 10

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 10

Universal Containers performs multi-staged jobs, where the second job can only begin after completion of the first job. How should a Consultant recommend implementing this process?

- A. Create two Service Appointments, set the Related Service Appointment and Time Dependency.
- B. Create one Service Appointment with the total duration of the two jobs and assign two Resources.
- C. Create two Service Appointments and schedule them to the same Resource.
- D. Create one Service Appointment and schedule it to two different Resources.

**Answer: A**

#### NEW QUESTION 13

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 18

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 21

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 26

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 28

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 31

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 33

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 38

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 42

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 43**

Universal Containers (UC) has 140 service resources who handle 2,400 service appointments per day. How should UC define Service Territories to ensure a high quality of optimization and dispatcher experience?

- A. Three Service Territories with fewer than 50 resources
- B. Two Service Territories that split the Service Resources evenly
- C. One Service Territory with four Polygons
- D. Five Service Territories with fewer than 500 Service Appointments per day

**Answer:** A

**NEW QUESTION 48**

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 50**

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 55**

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 58**

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 59**

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 63**

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 67**

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 Cas

**Answer: AB**

**NEW QUESTION 70**

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 2 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 72**

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 76**

universal containers need to send the technician into the field to service containers. It takes two technicians with specialized skill to complete the work at same time.

How should the consultant make this requirement?

- A. Create a work rule with two required skills
- B. Create a two-service crew
- C. Create a crew with two technicians

**Answer: C**

**NEW QUESTION 80**

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 82**

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