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Vendor:Salesforce

Exam Code:FIELD-SERVICE-CONSULTANT

Exam Name:Salesforce Certified Field Service
Consultant

Version:Demo

QUESTION 1

The Dispatcher at Universal Containers would like to schedule Service Appointments from the Dispatcher's Console while taking the Scheduling Policy into consideration. Which three options are available to the Dispatcher? Choose 3 answers

- A. Select a Service Appointment from the list, press the "Edit" action and allocate the Resource.
- B. Select a Service Appointment from the list and press the "Schedule" action.
- C. Select multiple Service Appointments from the list and bulk schedule them.
- D. Select a Service Appointment from the list, press the "Candidates" action, and select the best time slot.
- E. Select a Service Appointment from the list, press the "Change Status" action and "Dispatch."

Correct Answer: BCD

QUESTION 2

Universal container (uc) is rolling out inventory management to better manage parts and inventory. UC wants to automatically associate certain parts and products to work orders on creations based on the work to be performed. How should the Consultant meet this requirement?

- A. Add product to the products required related list on the asset object
- B. Add product to the products required related list on the work type object
- C. Add product to the work order products related list on the work type object
- D. Add product to the work order products related list on the asset object

Correct Answer: B

QUESTION 3

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.

Correct Answer: C

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.

QUESTION 4

Which two considerations impact the scheduled time frame of multi-day work? Choose 2 answers

- A. Assigned resource
- B. Homebase travel
- C. Resource skill level
- D. Break duration

Correct Answer: AD

QUESTION 5

Universal Containers wants to encourage their Technicians to identify sales opportunities in the field. Which option should a Consultant recommend?

- A. Log a follow-up task on the Work Order.
- B. Call the Sales Team with the Opportunity.
- C. Create a custom field on the Work Order.
- D. Create a Quick Action to create the Opportunity.

Correct Answer: D

QUESTION 6

Universal container is evaluating a strategy for reducing the cost of service using the automated scheduling Which two approaches will contribute to this goal?

- A. Reduce the travel time per work order
- B. Reduce the overtime per work order
- C. Reduce the number of territories
- D. Reduce the work order per shift

Correct Answer: AB

QUESTION 7

Universal container want to track technician van stock and consigned products.

How can this will be accomplished using the field service lightning standard object model?

- A. Service resources will track van stock. Location will track time and customer sites
- B. Location will track van stock. Account will track consigned products
- C. Service resources will track van stock. Products consumed will track item at customer's site
- D. Location will track van stock and items at customer's site

Correct Answer: B

QUESTION 8

Universal Containers (UC) wants to generate Work Orders from their Customer Service Cases. UC would like the Work Order to be linked to the Case and have the Customer Service Representative select a pre-defined template for the Work Order within the Service Console. Which two items should a Consultant recommend in order to achieve this? Choose 2 answers

- A. Add the Work Order Quick Action on the Case.
- B. Use Work Types to achieve pre-defined templates.
- C. Add the Work Order Quick Action on the Account.
- D. Use Record Types to achieve pre-defined templates.

Correct Answer: AB

QUESTION 9

A customer wants return a defective product instead of scheduling service appointment.

How should this product be tracked in field service lightning?

- A. Create a work order and work order line
- B. Create 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

Correct Answer: B

QUESTION 10

Universal Containers (UC) wants to standardize the process that process that agents use to create and maintain work orders which will help new agents ramp up more quickly and improve data quality and consistency. UC wants key fields, agent instructions and best practices displayed at each step of the Service process on the work order.

What should the consultant implement to meet this requirement?

- A. Add a lightning component to work orders.
- B. Enable path for work orders.
- C. Enable knowledge on work orders.
- D. Add compact layouts to work orders.

Correct Answer: C

QUESTION 11

Universal Containers (UC) product named "Widget 1" should always receive phone support when an issue is logged against the product. A UC customer calls regarding an issue on "Widget 1" at their location. What should be implemented to ensure the customer's case automatically receives remote technical support?

- A. Create an Entitlement Template on the Product.
- B. Create a Workflow Rule on the Case.
- C. Create a Milestone on the Product.
- D. Create a Visualforce Page on the Case.

Correct Answer: C

QUESTION 12

Universal Containers wants to ensure that only Field Technicians with a specialized certification are sent Work Orders of a specific type. In which two ways can a Consultant ensure the correct Resources are assigned to Work Orders? Choose 2 answers.

- A. Implement Work Types and Skill Assignments.
- B. Implement Assignment Rules and Work Orders.
- C. Assign Skills and Skill Levels to Users.
- D. Assign Skills and Skill Levels to Resources.

Correct Answer: AD