Salesforce

Exam Questions Field-Service-Consultant

Salesforce Certified Field Service Consultant

NEW QUESTION 1
Universal Containers's Technicians have 12 mandatory company holidays each calendar year. Technicians need to view all of their absence records at once. Which two applications should a Consultant recommend to meet this requirement? Choose ? answers

A. Salesforce browser-based application
B. Salesforce Field Service mobile application
C. Custom mabile application
D. Salesforce mobile application

Answer: AB

NEW QUESTION 2
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 3
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 4
Which two considerations impact the scheduled timeframe of Multi-day Work? Choose 2? answers

A. Assigned Resource
B. Homebase Travel
C. Resource Skill Level
D. Break Duration

Answer: AD

NEW QUESTION 5
Org-Wide Default sharing is set to Private in a Salesforce org.
If the Field Service Lightning User Territory feature is enabled, which three objects will be visible to users who are part of the User Territory?
Choose 3 answers

A. Accounts
B. Service Resources
C. Work Orders
D. Resource Absences
E. Work Types

Answer: ADE

NEW QUESTION 6
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 néew 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 7
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 8

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 9

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 10

Which three objects are associated to the Work Type? Choose 3 answers

A. Skill Requirements
B. Resources
C. Service Appointments
D. Articles
E. Products Required

Answer: BDE

NEW QUESTION 10

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 12

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 17

Technicians earn certifications that must be renewed periodically to ensure their skills remain up to date. How can these certifications be managed on the Resource?

A. Add the Resource Skill and track certification using reminder.
B. Add the Resource Skill and create Absence once expired.
C. Add the Resource Skill and remove from the Service Territory once expired.
D. Add the Resource Skill and set the End Date.

Answer: D

NEW QUESTION 18

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 21

Universal Containers (UC) uses two contractors, Contractor 1 and Contractor 2, to perform repair work. Contractor 1 has provided services for UC for a longer period of time and is considered to have more repair work expertise than Contractor 2.
How should the Consultant configure the Contractors' experience?

A. Assign Contractor 1 and 2 different Skill Levels for repair Work Type.
B. Assign Contractor 1 as a Preferred Resource.
C. Assign Contractor 1 and 2 different capacities for repair work.
D. Assign Contractor 2 as an Excluded Resource.

Answer: A

NEW QUESTION 23

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 24

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 25

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 28

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 Produc 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 32

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 37

When completing a Work Order in the field, the Technician needs to capture two signatures to ensure compliance.
Which steps are needed to configure the signature capture?

A. Create a Flow that adds two Signature Blocks when the Service Report is generated,
B. Create relevant Signature Types and add Signature Blocks to the Service Report Template.
C. Create two custom fields for the Service Appointment and use Flows to capture each signature.
D. Create two Service Reports and add one Signature Block to each Report.

Answer: B

NEW QUESTION 39
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 40
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 45
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 50
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 53
Universal Containers has discovered that many of its Technicians' initial visits require a return visit to complete the work.
Which two approaches should a Consultant recommend to accurately track these visits? Choose ? answers

A. Create a new Work Order and Service Appointment.
B. Reschedule the Work Order for the new date.
C. Reschedule the Service Appointment for the new date.
D. Create a new Service Appointment on the original Work Orde

Answer: CD

NEW QUESTION 58
Universal Containers wants to offer customers a Maintenance Plan that provides 12 monthly checkups. The customer will call to schedule each visit.
How should a Consultant configure the Maintenance Plan to meet this requirement?

A. Set Frequency to 1 Month; Generation Timeframe of 1; check Auto-generate work orders.
B. Set Frequency to 1 Month; Generation Timeframe of 12; uncheck Auto-generate work orders.
C. Set Frequency to 1 Month; Generation Timeframe of 12; check Auto-generate work orders.
D. Set Frequency to 1 Month; Generation Timeframe of 1; uncheck Auto-generate work orders.

Answer: D

NEW QUESTION 61
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 66
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 68
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 72
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 75
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 78
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 82
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 87
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 88
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 89
Universal Containers wants to implement Service Level Agreements (SLA) for Work Orders. Which three considerations should the Consultant take into account?
Choose 3 answers

A. An Entitlement Process must be applied to both Cases and Work Orders.
B. Milestones for Work Orders can be configured in Setup.
C. Milestones for Work Orders can be set up from the metadata API.
D. A new Entitlement Process requires selecting a single Entitlement Process Type.
E. A single Milestone can be added to both Case and Work Order Entitlement Processes.

Answer: BDE

NEW QUESTION 94
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 99
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 101
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 103
An agent has to create a Work Order for a complex installation. A Work Order Line Item is created for each required component so it can be tracked and priced separately. However, a few of the components are only on the company's Preferred Price Book while the others are on the U.S. Price Book.
Which solution should a Consultant recommend so the agent can meet this requirement?

A. Create one Work Order and add Work Order Line Items based on the Price Book selected on the Work Type.
B. Create one Work Order for each Price Book and use Work Types to assign the Price Book to each Work Order Line Item.

C. Create one Work Order and override the price on Work Order Line Items for products on the Preferred Price Book.
D. Create one Work Order for each Price Book and add Work Order Line Items to the appropriate Work Order based on its Price Book.

Answer: D

NEW QUESTION 104
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 105
Universal Containers is deploying Field Service Lightning in Europe, where pricing varies by country. What Price Book structure is recommended?

A. Utilize a custom Price Book specific to each country.
B. Utilize the standard Price Book with pricing rules applied.
C. Utilize a custom Price Book with pricing rules applied.
D. Utilize a standard Price Book specific to each country.

Answer: A

NEW QUESTION 109
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 113
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 118
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 120
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 125
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 128
A Dispatcher at Universal Containers has just been informed that one of their field employees, who has five services schedules for today, called in sick. How should the workload be assigned to other Field Technicians?

A. Drag and drop the Service Appointments to other available Resources and run Optimization.
B. Ask the Customer Service Rep to call the customers and manually re-schedule for another day.
C. Change the Scheduling Policy to "High Intensity" and activate the Background Optimization process.
D. Update the Resource a not available, select the affected Service Appointments, and press "Schedule."

Answer: A

NEW QUESTION 130
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 133
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 138
universal container 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 143
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 fram the Salesforce Field Service mobile app?

A. Quick Actions that launch a Flaw 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 144
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