

FIELD-SERVICE-CONSULTANT^{Q&As}

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QUESTION 1

Universal Containers has implemented a Knowledge solution to provide Field Technicians with information necessary to complete assigned work. Which two capabilities will now be available?

- A. Attach Knowledge Articles to Work Order Line Items Only.
- B. Manage Attached Articles and Search the Knowledge Base.
- C. Attach Articles to Work Orders and Work Order Line Items.
- D. Include Quick Actions and Global Actions in Attached Articles.

Correct Answer: BC

QUESTION 2

Universal Containers wants to track when technicians need to visit a customer site multiple times to resolve an issue.

How should a consultant configure this using a single work order?

- A. Create a new work order line item for each site visit.
- B. Create a new product consumed for each site visit.
- C. Create a new child work order for each site visit.
- D. Create a new service appointment for each site visit.

Correct Answer: D

QUESTION 3

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.

Correct Answer: C

QUESTION 4

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

Correct Answer: D

QUESTION 5

One of the universal container customers allow maintenance only between 12:00 noon to 1:00 pm

On which object should a consultant set operating Hours to meet this requirement?

- A. Service territory number
- B. Service territories
- C. Service appointment
- D. Account

Correct Answer: D

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