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QUESTION 1

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. field sets
- B. page layouts
- C. mini page layouts
- D. visual force page

Correct Answer: B

QUESTION 2

The dispatcher at universal containers wants wants to schedule service appointment from the dispatch console while taking the scheduling policy into consideration

Which three options are available to dispatchers?

- A. Select the service appointment from the list, user the "change status" action and "dispatch"
- B. Select the service appointment from the list and the "schedule" action
- C. Select multiple service appointment from the list and bulk schedule them
- D. Select a service appointment from the list, use the "candidates" action, and select the best time slot
- E. Select a service appointment from the list, use the "edit" action and allocate the Resources

Correct Answer: BCD

QUESTION 3

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

Correct Answer: AB

QUESTION 4

A consultant has implemented user territories at Northern Trail Outfitters (NTO) in a private sharing model. A new Midwest Service Territory has been created.

Which two actions should NTO take to give the dispatcher access to all relevant Midwest records? Choose 2 answers

- A. Create a new user territory associated with the Service Territory and dispatcher.
- B. Configure and run the User Territory Sharing Job in Field Service Settings.
- C. Assign a new user territory and add each of the assigned service resources.
- D. Add the resources assigned to the Service Territory's Member related list.

Correct Answer: AB

QUESTION 5

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 6

In the dispatch Console, when viewing the Map, which three data elements can be presented to the Dispatcher? Choose 3 answers

- A. Google Traffic Data
- B. Resource's Home Base

- C. Service Appointments
- D. Resource's Travel Speed
- E. Service Appointment Dependencies

Correct Answer: ABC

QUESTION 7

When should both the Root Work Order and Root Work Order Line Item fields be added to page layouts?

- A. When a service process dictates that there are two levels in a Work Order Hierarchy and two levels in the Work Order Line Hierarchy. (Parent Work Order can be used)
- B. When a service process dictates that there is a single level in a Work Order Hierarchy and more than two levels in the Work Order Line Hierarchy.
- C. When a service process dictates that there are more than two levels in a Work Order Hierarchy and more than two levels in the Work Order Line Hierarchy.
- D. When a service process dictates that there are more than two levels in a Work Order Hierarchy and more than a single level in the Work Order Line Hierarchy.

Correct Answer: C

QUESTION 8

Universal Containers would like to report on the volume of products installed within a specific timeframe.

What solution will help meet the customer's requirement?

- A. Utilize a Work Order related list on Asset.
- B. Utilize a custom "Installation Date" field on Asset.
- C. Utilize Field History Tracking on Asset.
- D. Utilize the standard "Installation Date" field on Asset.

Correct Answer: D

QUESTION 9

A Field Service Technician wants to view a list of parts consumed during a given time period. The Technician will then use the data to replenish inventory on the truck. Which three steps should a Consultant recommend to track the number of parts consumed? Choose 3 answers.

- A. Build a report to view Products Consumed on Work Order Line Items.
- B. Build a report using the Service Appointment Inventory module.

- C. Build a report to view Products Consumed on Work Orders.
- D. Build a report using the Work Order inventory module.
- E. Build a report to view Inventory Transactions.

Correct Answer: ACE

QUESTION 10

Universal Containers\ (UC) Technicians are required to record actual work duration against baseline estimates at the Work Order Line Item Level for certain tasks. How can this be supported using standard fields and features?

- A. Create Work Types for all tasks requiring an estimated versus baseline value. Train Service Technicians to select the appropriate Work Type, and then update the "Duration" field on the Work Order Line Item.
- B. Train Dispatchers to update the "Duration" field when Work Orders are created. Train Service Technicians to select the appropriate Work Type, and then update the "Duration" field on the Work Order Line Item.
- C. Create Knowledge Articles with the baseline durations for each Product. Train Service Technicians to associate the appropriate Knowledge Article, and then update the "Duration" field on the Work Order Line Item.
- D. Create Work Types for all tasks requiring an estimated versus baseline value. Train Service Technicians to select the appropriate Work Type, and then update the "Duration" field on the Work Order.

Correct Answer: D

QUESTION 11

Universal Containers is concerned about the decrease in Asset Uptime metrics. Which two actions should a Consultant recommend?

- A. Establish a Preventative Maintenance program for their install base.
- B. Integrate IoT data from their install base to detect asset issues.
- C. Launch a feedback survey to their install base and follow up on results.
- D. Review existing contracts for obsolete provisions and requirements.

Correct Answer: AD

QUESTION 12

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

Correct Answer: A

QUESTION 13

Universal Containers provides installation, repair, and consulting services. When Technicians complete the work, they need to provide different reports for the installation, repair, and consulting services. Which two configurations should a Consultant recommend to meet this requirement? Choose 2 answers

- A. Assets
- B. Product Templates
- C. Work Types
- D. Service Report Templates

Correct Answer: CD

QUESTION 14

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.

Correct Answer: A

QUESTION 15

A Field Service Technician wants the ability to view a list of currently available parts on another Technician's truck. The Technician will then have ability to request the part(s) from the other Technician. What should a Consultant recommend to view and transfer parts between Technicians?

- A. Build a solution to utilize the Work Order reporting module to view the truck stock and request transfer of stock.
- B. Build a solution to view the Technician's truck stock and create a custom process to request transfer to stock.
- C. Build a solution to utilize the Parts transfer functionality to view the truck stock and request transfer of stock.

D. Build a solution to utilize the Asset inventory functionality to view the truck stock and request transfer of stock.

Correct Answer: A

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