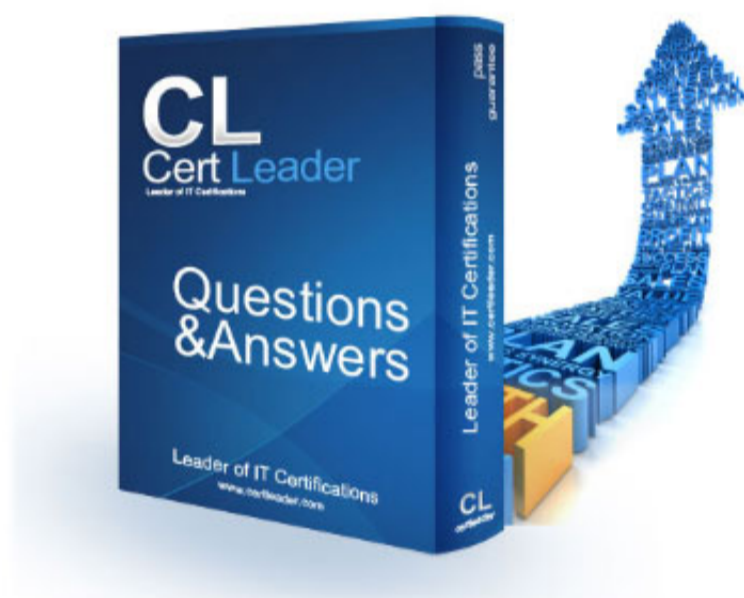


## Field-Service-Consultant Dumps

### Salesforce Certified Field Service Consultant

<https://www.certleader.com/Field-Service-Consultant-dumps.html>



**NEW QUESTION 1**

Universal containers has a large volume of cancellations occurring on their Work Orders. The COO wants to manage Work Order cancellations and subsequent follow-ups. Which two options should a Consultant recommend? Choose 2 answers.

- A. Change the Work Order with a closed status of “Cancelled.”
- B. Change the Work Order with a status of “New.”
- C. Re-use the existing Work Order for the follow-up.
- D. Create a child Work Order for the follow-up Work Order.

**Answer:** AD

**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**

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 5**

Technicians often need to generate a report in the customer's language. Which configuration should the Consultant recommend to meet the requirement?

- A. Update the Language of the current User.
- B. Add the Service Report Language field to the Work Order Page Layout.
- C. Add the Language field to the Contact Page Layout.
- D. Update the Default Language of the Organization.

**Answer:** B

**NEW QUESTION 6**

Universal containers want technicians to view work progress through the work order line-item card in the field service lightning mobile app. Which configuration steps should a consultant take to meet this requirement?

- A. add the work order line items related list of the work order page layout and assign the layout to the technician 's profile.
- B. create a custom visual force page and add an external link in the field service lightning mobile app to view the page in the mobile browser.
- C. create a custom lightning component that displays work order progress and deploy it to technicians through the field lightning mobile app.
- D. create a report chart that summarizes work order line items and add a link to the service appointment layout.

**Answer:** A

**NEW QUESTION 7**

Universal Containers (UC) normally focuses on minimizing travel. Weather can cause situations that require expedited on-site service. How should a Consultant recommend UC handle unplanned service during times of severe weather?

- A. Postpone all lower-priority jobs and extend Due Dates.
- B. Configure an Emergency Policy and use the Emergency Wizard.
- C. Manually flag Service Appointments as "In Jeopardy" due to weather.
- D. Configure a new Service Level for immediate assignment.

**Answer:** B

**NEW QUESTION 8**

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 9**

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**

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 10**

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 12**

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 16**

A Dispatcher needs to reduce the backlog of Service Appointments in different territories and focus on individual customer service preferences. Which Scheduling Policy should the Dispatcher use?

- A. Emergency
- B. High Intensity
- C. Soft Boundaries
- D. Customer First

**Answer:** C

**NEW QUESTION 20**

A service technician at Ursa Major Solar handles yearly maintenance checks. The job usually lasts 2 to 3 hours. Due to the lack of customer availability, many appointments are cancelled or need to be rescheduled at the last minute.

Which two features would be most helpful in aiding the dispatcher with updated schedules for technicians? Choose 2 answers

- A. Reshuffle
- B. Group Nearby
- C. Resource Schedule Optimization

D. In-day Optimization

**Answer:** AB

#### 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 22

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 25

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 26

One of Universal Containers' customers reported that the Technician sent to their site left without cleaning up the work area afterward. How can Universal Containers ensure that a different Technician is assigned all future work for that Customer?

- A. Assign the Technician to a new Service Territory.
- B. Remove the Technician as a Preferred Resource.
- C. Create an Excluded Resource for the Account.
- D. Create a new Work Order Validation Rule.

**Answer:** C

#### NEW QUESTION 30

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 32

Universal Containers wants Technicians to view work progress through the Work Order Line Item card in the Salesforce Field Service mobile app. Which configuration steps should the Consultant take to meet this requirement?

- A. Create a custom Visualforce page and add an external link in the Salesforce Field Service mobile app to view the page in the mobile browser.
- B. Create a Report Chart that summarizes Work Order Line Items and add 2 link to the Service Appointment layout.
- C. Add the Work Order Line Items related list to the Work Order page layout and assign the layout to the Technician's profile.
- D. Create a custom Lightning Component that displays Work Order progress and deploy it to Technicians through the Salesforce Field Service mobile app.

**Answer:** C

#### NEW QUESTION 33

Universal Containers wants to ensure that Service Appointments are only assigned to Active Resources. Which configuration should a Consultant recommend for the Scheduling Policy?

- A. Match Fields
- B. Preferred Resources
- C. Match Boolean
- D. Required Resources.

**Answer:** C

#### NEW QUESTION 36

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 38

Northern Trail Outfitters (NTO) wants to improve customer satisfaction by setting expectations around upcoming appointments.

When designing the Customer Service Representative's user interface, in most cases, which two fields should be shared with the customer about an upcoming appointment?

Choose 2 answers

- A. Scheduled End
- B. Arrival Window Start
- C. Scheduled Start
- D. Arrival Window End

**Answer:** BD

#### NEW QUESTION 41

The Dispatcher at Universal Containers wants to schedule Service Appointments from the Dispatch 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 and use the "Schedule" action.
- B. Select a Service Appointment from the list, use the "Change Status" action and "Dispatch."
- C. Select multiple Service Appointments from the list and bulk schedule them.
- D. gy 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 Resource.

**Answer:** ACD

#### NEW QUESTION 43

One of the products sold by Universal Containers requires quarterly service appointments. Which feature should a Consultant use to meet this requirement?

- A. Define a repeating Work Type.
- B. Implement Path for Work Orders.
- C. Build a Process for Service Appointments.
- D. Configure a Maintenance Plan.

**Answer:** D

#### NEW QUESTION 46

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 50

At Universal Containers, the Service Territory member's time zone is one hour behind the Service Territory time zone.

How should the Consultant ensure proper scheduling and optimization for the member?

- A. Add one hour to the start and end times on the Service Territory.
- B. Change the time zone on the Service Territory Member's user record to match the Service Territory's time zone.
- C. Add one hour to the start and end times on the Service Territory Member's Operating Hours.
- D. Subtract one hour from the start and end times on the Service Territory.

**Answer:** C

**NEW QUESTION 53**

Universal Containers just started its Field Service Implementation and is configuring Service Territories and Locations. The Locations need to be associated to Territories.

In which two ways should the Consultant show this relationship? Choose ? answers

- A. Add the Service Territory Location Related List on the Service Territory page layout.
- B. Add the Service Territory Location Related List on the Location page layout.
- C. Create the Service Territory Location as a Service Territory lookup field.
- D. Create the Service Territory Location as a Location lookup field.

**Answer:** AB

**NEW QUESTION 55**

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 60**

The Org-Wide Default sharing for a Service Appointment is set to Private.

If the Service Appointment is cancelled, which users will have visibility to the record?

- A. wner of Service Appointment and members of User Territory
- B. Assigned Resources, Owner of Service Appointment and members of Service Territory
- C. Assigned Resources, Qwner of Service Appointment and members of User Territory
- D. Owner of Service Appointment and members of Service Territory

**Answer:** A

**NEW QUESTION 64**

Which two features on the Dispatcher Console should the Consultant use to visualize Rule Violating Service Appointments? Choose 2 answers

- A. Color Palettes
- B. Gantt
- C. Gantt Map
- D. Appointment List

**Answer:** BD

**NEW QUESTION 69**

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

**Answer:** A

**NEW QUESTION 71**

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 73**

universal containers wants to provide a view of emergency work that is only visible to dispatchers

What should the consultant do to meet the requirement?

- A. Custom gantt filter
- B. Custom lightning component
- C. Custom report in a private report folder
- D. Custom list view

**Answer:** A

**NEW QUESTION 78**

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 81**

Universal Containers needs to send Technicians into the field to service containers. It takes two Technicians with specialized skills to complete the work at the same time. How should a Consultant implement this requirement?

- A. Create a crew with two Technicians.
- B. Create a work rule with two required skills.
- C. Create a single Service Appointment.
- D. Create two Service Crews.

**Answer:** A

**NEW QUESTION 86**

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 89**

Northern Trail Outfitters wants to report on its Assets and reflect their attributes including hierarchical relationships. How should the Consultant meet this requirement?

- A. Use the Assets without Products report.
- B. Use standard reports and reference the Parent Asset and Root Asset fields.
- C. Create custom reports and reference the Parent Asset and Root Asset fields.
- D. Enable and customize the View Asset Hierarchy action.

**Answer:** C

**NEW QUESTION 92**

Northern Trail Outfitters (NTO) wants to automatically dispatch a Technician's next two Service Appointments after the Technician completes their current Service Appointment. NTO wants to be consistent across all of the Service Territories and control the number of Service Appointments that are pushed to the Technician. What automated processing should the Consultant configure upon Work Order completion to dispatch the next two Appointments?

- A. Build a Workflow Rule.
- B. Create an Apex Trigger.
- C. Enable Drip feed Dispatch.
- D. Configure an Auto Dispatch Scheduled Job.

**Answer:** C

**NEW QUESTION 95**

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 96**

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 100**

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 103**

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 Flow 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 104**

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