

Exam Questions Field-Service-Consultant

Salesforce Certified Field Service Consultant

<https://www.2passeasy.com/dumps/Field-Service-Consultant/>



NEW QUESTION 1

Universal Containers requires trained inspectors to make three site visits per year to inspect containers at customer sites. These visits must be created 14 days before the next suggested inspection date.

What are two ways 3 Consultant can configure Maintenance Plans to meet the requirement? Choose 2 answers

- A. Associate a Required Skill called Site Visit to a Maintenance Plan.
- B. Associate 2 Work Type called Site Visit to a Maintenance Plan
- C. Auto-generate Work Orders with a 14 day Generation Timeframe.
- D. Auto-generate Work Orders with a 14 day Generation Horizon.

Answer: BD

NEW QUESTION 2

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 3

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 4

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 Product 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 5

Universal Containers wants to limit their Technicians' view of Work Orders and Service Appointments in the Salesforce Field Service mobile app. What should a Consultant recommend to control their Technicians' view?

- A. Page Layouts
- B. Mini-Page Layouts
- C. Field Sets
- D. Visualforce Pages

Answer: A

NEW QUESTION 6

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 7

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 8

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 8 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 9

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 10

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 10

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 2 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 13

Universal Containers sells products that are made up of serialized 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 17

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 20

A technician needs to get replacement part for damaged inventory on them for an upcoming job. To which object should the technician add a product request record?

- A. work types
- B. work order
- C. service appointment

D. service report

Answer: B

NEW QUESTION 22

Universal Containers's Dispatchers want to visualize the planned travel route for a Technician during their shift. Which feature should the Consultant recommend to meet the requirement?

- A. Service Appointment Reports
- B. Service Resource Dashboard
- C. Street-level Routing
- D. Aerial Routing

Answer: B

NEW QUESTION 24

Universal Containers performs service on field assets that require a sequence of work tasks. A Consultant has recommended Work Order Line Items to manage the tasks and assets/parts necessary to manage the work. Which two of the following must be considered as part of this solution to ensure Work Orders are properly completed? Choose 2 answers

- A. Use of Standard Reports to view Parent and Root Work Order Lines Items within Work Orders by Customer.
- B. Use of Work Order Line Items that automatically inherit the hierarchy of Assets attached to Work Order.
- C. Use of Work Order Line Items to link to a specific Asset within the Asset Hierarchy that represents the BoM.
- D. Use of a parent-child Work Order Line Item to create a Work Order Line Item hierarchy.

Answer: AD

NEW QUESTION 29

Which fields on Service Appointments help ensure that they are completed within the agreed upon Service Level Agreement (SLA) with Universal Containers' customers?

- A. Actual Start, Actual End
- B. Arrival Window Start, Arrival Window End
- C. Scheduled Start, Scheduled End
- D. Earliest Start Permitted, Due Date

Answer: D

NEW QUESTION 32

Universal Containers operates in a highly regulated industry. Technicians must conduct quarterly inspections for all customers in their region. Each inspection should be completed within a single visit and include all installed assets on site. Which two Maintenance Plan settings should the Consultant recommend? Choose 2 answers

- A. Service Appointment Generation Method = One Service Appointment per Work Order
- B. Work Order Generation Method = One Work Order per Asset
- C. Work Order Generation Method = One Work Order Line Item per Asset
- D. Service Appointment Generation Method = One Service Appointment per Work Order Line Item

Answer: AC

NEW QUESTION 33

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 34

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 35

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 39

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 44

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 46

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 50

Universal Containers wants Technicians using the Salesforce Field Service mobile app to indicate when Service Appointments are at risk of late completion. What should a Consultant recommend to meet this requirement?

- A. Post to the Service Appointment Chatter feed.
- B. Change the Status field on the Service Appointment.
- C. Adjust the Scheduled End field on the Service Appointment.
- D. Update the In Jeopardy field on the Service Appointment.

Answer: A

NEW QUESTION 51

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 from 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 53

Which two scenarios are fully supported by Maintenance Plans? Choose 2? answers

- A. Appointments on the first Tuesday of the month
- B. Site inspections during the first week of the "year
- C. Quarterly sales visits to a customer
- D. Weekly recurring appointments at 8:00 AM

Answer: AD

NEW QUESTION 54

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