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The Field-Service-Consultant would assist applicants in preparing for the Salesforce Field-Service-Consultant exam successfully in one go. Field-Service-Consultant would provide Field-Service-Consultant candidates with accurate and real Salesforce Certified Field Service Consultant (Field-Service-Consultant) Dumps which are necessary to clear the Field-Service-Consultant test quickly. Students will feel at ease since the content they are provided with is organized rather than dispersed.

Salesforce Field-Service-Consultant Certification Exam is designed for professionals who want to demonstrate their expertise in Salesforce field service management. Field-Service-Consultant exam is intended for those who have a strong understanding of the Salesforce platform, its features, and capabilities. Salesforce Certified Field Service Consultant certification exam is an excellent way for professionals to showcase their skills and knowledge of Salesforce field service management to potential employers.

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## Specifications of Desktop Salesforce Field-Service-Consultant Practice Exam Software

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To become a Salesforce Certified Field Service Consultant, candidates must pass the exam and also meet certain prerequisites. These prerequisites include holding a Salesforce Administrator certification, completing the Field Service Lightning Consultant training, and having experience working with Salesforce Field Service Lightning. By obtaining this certification, individuals can demonstrate their proficiency in field service management using Salesforce and become more valuable to employers in this field.

## Salesforce Certified Field Service Consultant Sample Questions (Q46-Q51):

### NEW QUESTION # 46

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. Use the Resource Availability Rule.
- B. Create a recurring Service Appointment.
- C. Create Resource Absences every day.
- D. Use appropriate Resource Operating Hours.

## Answer: A

Explanation:

Explanation

Resource Availability Rules are rules that define when resources are available for service appointments based on their working hours, absences, breaks, travel time, etc.[77]. Using the Resource Availability Rule would allow configuring the Scheduling Policy to ensure a 30-minute lunch break that begins every day after 1 PM by setting up criteria such as break duration equals 30 minutes and break start time after 1 PM[78]. Creating a recurring Service Appointment would not ensure a 30-minute lunch break that begins every day after 1 PM.

Recurring Service Appointments are service appointments that repeat at regular intervals such as daily, weekly, or monthly[79].

Using appropriate Resource Operating Hours would not ensure a 30-minute lunch break that begins every day after 1 PM.

Resource Operating Hours are records that define when resources are available for work based on their time zones, business hours, holidays, etc.[80]. Creating Resource Absences every day would not ensure a 30-minute lunch break that begins every day after 1 PM. Resource Absences are records that mark resources as unavailable for work for specific time periods due to sickness, vacation, or other reasons[81]. References:

[https://help.salesforce.com/s/articleView?id=sf.fs\\_resource\\_availability\\_rules\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_resource_availability_rules_overview.htm&type=5)

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## NEW QUESTION # 47

AW Computing groups its technicians based on seniority. The newest techs comprise Tier 1, move to Tier 2 after a year on the job, and get assigned to Tier 3 after 3 years on the job. Resources with more seniority should be considered for a job over resources with less seniority.

How should the field service administrator ensure this corporate policy is enforced considering the Customer First scheduling policy is utilized consistently except in emergency situations?

- A. Create a custom number field to capture the tier number on the service resource.
- B. Use the Priority field on the service resource assigning Tier 3 techs the lowest number and Tier1 techs with the highest number.
- C. Make a relevance group on the work rule to filter based on the tier number and add the rule to the policy.
- D. Create a queue for each tier group within each territory on the Service Appointment object.

## Answer: C

Explanation:

A relevance group is used to filter resources based on a custom field value. By creating a relevance group on the work rule to filter based on the tier number, the system can prioritize resources with higher seniority for a service appointment.

References: [https://help.salesforce.com/s/articleView?id=sf.fsl\\_work\\_rules.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fsl_work_rules.htm&type=5)

## NEW QUESTION # 48

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. Service crew
- B. Technicians with required skill
- C. Required resource
- D. Preferred resource

## Answer: A

## NEW QUESTION # 49

Universal Containers is looking to implement Entitlement Management to meet the following requirements:

- 1) Any employee from the customer account is eligible for support.
- 2) Specific purchased products are eligible for support.

What Objects should be set up for Entitlement Management?

- A. Contracts and Assets
  - **B. Accounts and Service Contracts**
  - C. Contacts and Service Contracts
  - D. Accounts and Assets

**Answer: B**

## NEW QUESTION # 50

Universal Containers has a large field service team with complex logistics process. Some of the field service data and pricing is managed in applications outside of Salesforce. The Consultant recommended bringing some data into Salesforce to streamline reporting for Field Service Managers. What report would be improved by integrating financial data from an outside system?

- A. First time fix rate: The percentage of on-site service requests resolved on the first visit.
  - **B. Service Technician utilization:** Technician wrench time per month divided by the number of work hours in a given month.
  - C. Truck roll cost per customer: The need to dispatch a Service Technician to go on-site to repair or install an asset or respond to a service call.
  - D. Average time to repair: The average time required to repair or install an asset.

**Answer: B**

## NEW QUESTION # 51

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