

Valid Field-Service-Consultant Vce Dumps & Pass Field-Service-Consultant Exam

Latest Version: 15.1

Question: 1

Universal Containers wants to track how much time each Technician is actively working each day. Which two data elements should be captured in order to calculate percentage of time spent actively working.

- A. Technician hours at client location.
- B. Technician work orders completed
- C. Technician hours traveling
- D. Technician hours per day.

Answer: A, D

Question: 2

Universal Containers (UC) wants to better understand their service business and Field Service Technician terms' schedules. A Consultant suggested UC start to forecast and plan. Which two abilities does forecasting and planning provide?

- A. Proactively adjust Service Contracts.
- B. More accurately assign Work Orders based on skills.
- C. Proactively adjust to address demand fluctuations.
- D. More consistently meet customer response times.

Answer: B, C

Question: 3

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

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Pass Field-Service-Consultant Exam, Valid Field-Service-Consultant Test Pattern

Salesforce Field-Service-Consultant practice test software contains many Salesforce Field-Service-Consultant practice exam designs just like the real Salesforce Certified Field Service Consultant (Field-Service-Consultant) exam. These Field-Service-Consultant practice exams contain all the Field-Service-Consultant questions that clearly and completely elaborate on the difficulties

and hurdles you will face in the final Field-Service-Consultant Exam. We update our Salesforce Field-Service-Consultant exam questions bank regularly to match the changes and improve the quality of Field-Service-Consultant questions so you can get a better experience.

Salesforce Field-Service-Consultant Certification Exam is an excellent certification for anyone who wants to demonstrate their expertise in field service management. It is a challenging exam that covers a wide range of topics, and passing it requires a thorough understanding of the Salesforce Field Service platform. If you are looking to enhance your career prospects, increase your earning potential, and demonstrate your expertise in field service management, this certification is the right choice for you.

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 (Q151-Q156):

NEW QUESTION # 151

Universal Containers (UC) wants to track the Asset lifecycle when equipment has been swapped out.

What should a Consultant recommend to meet this requirement?

- A. Add the field history tracking related list to the Asset Page and configure the Product Request object,
- **B. Add the Related Asset related list to the Asset Page and configure the Product Request object**
- C. Add the field history tracking related list to the Asset Page and configure the Asset Relationship object.
- D. Add the Related Asset related list to the Asset Page and configure the Asset Relationship object.

Answer: B

Explanation:

Assets are records that represent products or equipment that customers have purchased or installed[174].

Related Assets are records that track the relationships between assets such as parent-child or swap[175].

Product Requests are records that track the products or parts that are requested, transferred, or returned for a service appointment[176]. Adding the Related Asset related list to the Asset Page and configuring the Product Request object would allow Universal Containers to track the Asset lifecycle when equipment has been swapped out by creating related asset records for swapped assets and creating product request records for transferring or returning assets[177]. Adding the field history tracking related list to the Asset Page would not track the Asset lifecycle when equipment has been swapped out. Field history tracking is a feature that allows tracking changes to specific fields on an object over time[178]. Configuring the Asset Relationship object would not track the Asset lifecycle when equipment has been swapped out. Asset Relationship is an object that defines the types of relationships between assets such as parent-child or swap[179]. References:

<https://help.salesforce.com/s/articleView?id=sf.asset.htm&type=5> https://help.salesforce.com/s/articleView?id=sf.fs_related_assets_overview.htm&type=5

https://help.salesforce.com/s/articleView?id=sf.fs_product_requests_overview.htm&type=5

https://help.salesforce.com/s/articleView?id=sf.field_history_tracking.htm&type=5

https://developer.salesforce.com/docs/atlas.en-us.api.meta/api/sforce_api_objects_assetrelationship.htm

NEW QUESTION # 152

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. Group Nearby
- **B. Reshuffle**
- C. Resource Schedule Optimization
- **D. In-day Optimization**

Answer: B,D

Explanation:

Reshuffle allows the dispatcher to automatically reschedule service appointments for a specific date range based on the current schedule and optimization rules¹. In-day Optimization allows the dispatcher to optimize the schedule for a specific resource or territory based on real-time events such as cancellations or delays².

References: 1 https://help.salesforce.com/s/articleView?id=sf.fs_reshuffle.htm&type=5 2 https://help.salesforce.com/s/articleView?id=sf.fs_in_day_optimization.htm&type=5

NEW QUESTION # 153

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

Answer: D

NEW QUESTION # 154

Universal Containers performs multi-staged jobs, where the second job can only begin after completion of the first job. How should a Consultant recommend implementing this process?

- A. **Create two Service Appointments, set the Related Service Appointment and Time Dependency.**
- B. Create one Service Appointment and schedule it to two different Resources.
- C. Create two Service Appointments and schedule them to the same Resource.
- D. Create one Service Appointment with the total duration of the two jobs and assign two Resources.

Answer: A

Explanation:

Explanation

To perform multi-staged jobs, where the second job can only begin after completion of the first job, two service appointments can be created and linked by setting the Related Service Appointment field on the second service appointment to point to the first one, and setting the Time Dependency field to After Previous.

Creating one service appointment with the total duration of the two jobs and assigning two resources would not ensure that the second job starts after the first one. Creating two service appointments and scheduling them to the same resource or creating one service appointment and scheduling it to two different resources would not create a dependency between the jobs. References:
https://help.salesforce.com/s/articleView?id=sf.fs_service_appointments.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.fs_service_appointment_dependencies.htm&type=5

NEW QUESTION # 155

A customer wants to return a defective product instead of scheduling a Service Appointment.

How should this product be tracked in Salesforce Field Service?

- A. Create a Return Order and relate it to the Product.
- B. Create a Work Order and Work Order Line Item
- C. **Create a Return Order and Return Order Line Item**
- D. Create a Product Request and Product Request Line Item

Answer: C

NEW QUESTION # 156

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