

Detailed Field-Service-Consultant Answers, Field-Service-Consultant Study Material



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Salesforce Field-Service-Consultant is a certification that is designed for professionals who want to build their career in the field service industry. Salesforce Certified Field Service Consultant certification is intended for individuals who have expertise in Salesforce Field Service Lightning and are looking to validate their knowledge and skills. The Salesforce Field-Service-Consultant certification is a valuable asset for professionals who want to work with customers and provide them with the best field service experience.

Salesforce Field-Service-Consultant Certification Exam covers a wide range of topics including field service automation, workforce management, service contracts, and customer communication. Field-Service-Consultant exam also tests the candidate's ability to design and implement complex field service solutions that meet the unique needs of their organization. Salesforce Certified Field Service Consultant certification exam consists of 60 multiple-choice questions and is designed to be completed in 105 minutes.

>> **Detailed Field-Service-Consultant Answers** <<

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Salesforce Certified Field Service Consultant Sample Questions (Q71-Q76):

NEW QUESTION # 71

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. Soft Boundaries
- C. High Intensity

- **D. Customer First**

Answer: D

Explanation:

This scheduling policy prioritizes customer service preferences over other factors, such as travel time or resource availability.

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

NEW QUESTION # 72

Universal Containers wants to identify which resources need more or fewer appointments.

Which Gantt chart filter option should a Consultant recommend to provide this information?

- A. Select Date Resolution on the Hours Tab.
- B. Select Travel Time and Breaks as skills on the Skills Tab.
- **C. Select Sort by Average Utilization on the Resources Tab.**
- D. Select Hours, Absences and Overtime on the Utilization Tab.

Answer: C

Explanation:

Explanation

Sort by Average Utilization is an option on the Resources Tab of the Gantt chart that allows sorting resources by their average utilization percentage[239]. Utilization is a metric that measures how much time a resource spends on service appointments compared to their total working hours[240]. Selecting Sort by Average Utilization on the Resources Tab would allow Universal Containers to identify which resources need more or fewer appointments by showing them how busy each resource is based on their utilization percentage[241].

Selecting Date Resolution on the Hours Tab would not allow Universal Containers to identify which resources need more or fewer appointments. Date Resolution is an option on the Hours Tab of the Gantt chart that allows changing how many hours are shown per column such as 1 hour, 2 hours, or 4 hours[242]. Selecting Travel Time and Breaks as skills on the Skills Tab would not allow Universal Containers to identify which resources need more or fewer appointments. Skills are records that define specific abilities or qualifications that resources have[243]. Travel Time and Breaks are not skills but fields on the Resource object that define how much time a resource spends traveling between service appointments and how much time they take for breaks[244]. Selecting Hours, Absences and Overtime on

NEW QUESTION # 73

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 Service Reports and add one Signature Block to each Report.
- D. Create two custom fields for the Service Appointment and use Flows to capture each signature.

Answer: B

NEW QUESTION # 74

Universal Containers would like to engage Contractors and Customers directly in their Field Service Solution. Which three options will provide read, write and edit access to Works Order objects? Choose 3 answers

- **A. Customer Communities Plus**
- B. Chatter Customer Groups
- **C. Customer Communities**
- D. Chatter Files Connect
- **E. Partner Communities**

Answer: A,C,E

NEW QUESTION # 75

Universal Containers's Technicians have 12 mandatory company holidays each calendar year. Technicians need to view all of their absence records at once. Which two applications should a Consultant recommend to meet this requirement? Choose 2 answers

- A. Salesforce browser-based application
- B. Salesforce Field Service mobile application
- C. Salesforce mobile application
- D. Custom mobile application

Answer: A,B

Explanation:

Explanation

These two applications allow viewing all of the absence records at once, as they support displaying related lists on objects such as service resources or service territories. References:

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

NEW QUESTION # 76

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