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Salesforce Field Service solution enables organizations to connect their field service teams with their back-office operations. This solution helps companies deliver exceptional customer service and increase operational efficiency. The Salesforce Certified Field Service Consultant exam ensures that professionals possess the necessary skills to implement this solution effectively. Salesforce Certified Field Service Consultant certification also validates the individual's expertise in managing service contracts, warranties, and entitlements.

To become a Salesforce Certified Field Service Consultant, candidates must demonstrate their expertise in areas such as managing service appointments, optimizing field operations, and leveraging mobile technology to improve service delivery. They are also required to have a deep understanding of Salesforce's Service Cloud platform, as well as the various features and capabilities of Field Service Lightning.

Salesforce Certified Field Service Consultant certification is a highly sought-after certification that can help individuals advance their

careers in the field of Salesforce. Salesforce Certified Field Service Consultant certification is recognized globally and demonstrates the candidate's expertise in Salesforce Field Service. It is an excellent opportunity for professionals who want to showcase their skills and knowledge in this area and differentiate themselves in a highly competitive job market.

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### **Salesforce Certified Field Service Consultant Sample Questions (Q64-Q69):**

#### **NEW QUESTION # 64**

Universal container is evaluating a strategy for reducing the cost of service using the automated scheduling Which two approaches will contribute to this goal?

- A. Reduce the work order per shift
- B. Reduce the number of territories
- C. Reduce the travel time per work order
- D. Reduce the overtime per work order

**Answer: C,D**

#### **NEW QUESTION # 65**

Universal Containers wants to track Technicians' van stock using the Salesforce Field Service mobile app a ensure that Technicians report when parts are used.

Which three data elements should a Consultant recommend tracking to support these requirements?

Choose 3 answers

- A. Products Consumed
- B. Warehouse Locations
- C. Products Required
- D. Mobile Locations
- E. Inventory

**Answer: A,D,E**

Explanation:

Inventory is used to track product quantities in different locations such as warehouses or vans. Products Consumed are used to report when parts are used by technicians during service appointments and adjust inventory levels accordingly. Mobile Locations are used to track inventory in technicians' vans or trucks using geolocation data from their mobile devices. Warehouse Locations are used to track inventory in fixed locations such as warehouses or depots using address data from their records. Products Required are used to request products from inventory for a service appointment, but do not ensure that technicians report when parts are used.

References: [https://help.salesforce.com/s/articleView?id=sf.fs\\_inventory\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_inventory_overview.htm&type=5)

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#### **NEW QUESTION # 66**

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

**Answer: A,C**

Explanation:

Arrival Window Start and Arrival Window End are fields on the Service Appointment that indicate when a technician is expected to arrive at a customer site based on travel time and service duration calculations.

These fields can be shared with customers to set expectations around upcoming appointments. Scheduled End and Scheduled Start are fields on the Service Appointment that indicate when a technician is scheduled to start and end their service based on their availability and assigned time slots. These fields are not accurate indicators of when a technician will arrive at a customer site, as they do not account for travel time and service duration variations. 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_appointments.htm&type=5)

#### NEW QUESTION # 67

The CFO for Universal Containers wants Work Orders to remain open until the Customer Service Report is sent. Which two items should a Consultant implement to ensure Work Orders cannot be closed? Choose 2 answers.

- A. Custom Work Order Status with Category
- B. Custom Validation Rule on Work Orders
- C. Custom Work Order Escalation Rules
- D. Custom Approval Process on Work Orders

**Answer: A,B**

#### NEW QUESTION # 68

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?

- A. The Dispatcher Console Map and filter the list to show only desired service appointments
- B. The Dispatcher Work Order Polygon 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 Preventative Maintenance Gantt and filter the list to show only desired work orders

**Answer: C,D**

Explanation:

The Preventative Maintenance Gantt is a view within the Dispatcher Console that shows the scheduled service appointments for preventive maintenance work orders[217]. The Dispatcher Console Appointment list is a view within the Dispatcher Console that shows the list of service appointments with various details such as status, priority, or assigned resource[218]. Filtering is a feature that allows narrowing down the list of records based on specific criteria such as date, status, or territory[219]. Using the Preventative Maintenance Gantt and filter the list to show only desired work orders and using the Dispatcher Console Appointment list and filter the list to show only desired service appointments would allow Universal Containers' Managers to monitor Preventative Maintenance work orders using the Dispatcher Console by showing them the preventive maintenance service appointments on a Gantt chart or a list view and allowing them to apply filters to see only the relevant records[220]. Using the Dispatcher Console Map and filter the list to show only desired service appointments would not allow Universal Containers' Managers to monitor Preventative Maintenance work orders using the Dispatcher Console. The Dispatcher Console Map is a view within the Dispatcher Console that shows the locations of service appointments and resources on a map[221]. Using the Dispatcher Work Order Polygon and filter the list to show only desired service appointments would not work because there is no such feature as Dispatcher Work Order Polygon. References:

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