

# New Guide Salesforce Field-Service-Consultant Files - Field-Service-Consultant PDF Guide



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Salesforce Field Service Consultant certification is an excellent investment for individuals looking to advance their careers in field service management. Salesforce Certified Field Service Consultant certification demonstrates to employers that you possess the skills and knowledge needed to design and implement effective field service solutions using Salesforce. It also provides you with access to a network of certified professionals, giving you the opportunity to connect with others in your field and learn from their experiences.

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## Salesforce Field-Service-Consultant PDF

As is known to us, a suitable learning plan is very important for all people. For the sake of more competitive, it is very necessary for you to make a learning plan. We believe that the Software version of our Field-Service-Consultant actual exam will help you make a good learning plan which is a model test in limited time simulating the Real Field-Service-Consultant Exam, if you finish the model Field-Service-Consultant test, our system will generate a report according to your performance.

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.

## Salesforce Certified Field Service Consultant Sample Questions (Q81-Q86):

### NEW QUESTION # 81

A customer wants to import the previous 10 years of customer purchase data in their Marketing Cloud account. Through discovery, it is determined there are over 200 million records they plan to upload via the REST API, and this volume will continue to grow as the current purchase data is added.

Which two questions should be asked for further discovery?

Choose 2 answers

- A. Does their License include the Large Data Extensions feature?
- B. What time of day are the API calls made?

- C. How many API calls are included in their License?
- D. Why do they require 10 years of historical data in Marketing Cloud?

**Answer: C,D**

#### NEW QUESTION # 82

Which three factors should a Consultant consider when configuring routing? Choose 3 answers

- A. Default Travel Speed is used only if a different travel speed is null on the resource.
- B. Configure the Resource Availability Work Rule to calculate travel at the expense of the resource and breaks.
- C. Set Auto Schedule to True upon creation of the Service Appointment.
- D. Configure Schedule Policy by modifying Work Rules and Service Objectives.
- E. A straight line is used to compute the shortest distance between two locations if Street Level Routing is enabled.

**Answer: A,B,D**

Explanation:

These are three factors that should be considered when configuring routing. Routing is the process of finding the best resource for a service appointment based on various criteria and constraints. A schedule policy is used to define the routing preferences and rules for a service territory or operating hours. A work rule is used to define a scheduling constraint or preference for a service appointment or a resource. A service objective is used to define a scheduling goal or metric for a service appointment. The Resource Availability work rule is used to calculate travel time and breaks as part of the resource's availability. The Default Travel Speed is used to estimate the travel time between locations if a different travel speed is not specified for the resource.

References: [https://help.salesforce.com/s/articleView?id=sf.fsl\\_routing.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fsl_routing.htm&type=5) [https://help.salesforce.com/s/articleView?id=sf.fsl\\_schedule\\_policies.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fsl_schedule_policies.htm&type=5) [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) [https://help.salesforce.com/s/articleView?id=sf.fsl\\_service\\_objectives.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fsl_service_objectives.htm&type=5)

#### NEW QUESTION # 83

Optimization for the Midwest territory is set to automatically run each night for the next three days. The Dispatcher has noticed that the optimizer is leaving many Service Appointments unscheduled and has asked the Consultant to troubleshoot the issue. The Consultant notices that the Optimization Run Time per Service Appointment is set to Low in the Field Service Settings. Which two conditions would make the Consultant consider setting the optimizer to High? Choose 2? answers

- A. The Scheduling Policy Used field is blank.
- B. Most service appointments have the same priority.
- C. The Calculate travel and breaks Field Service Setting is disabled for the Service Resource Availability work rule.
- D. The scheduling policy is producing too many candidates that qualify for each Service Appointment.

**Answer: C,D**

Explanation:

Explanation

These two conditions would make the optimizer run slower and leave many Service Appointments unscheduled, as it would have to evaluate too many possible scenarios and combinations. References:

[https://help.salesforce.com/s/articleView?id=sf.fs\\_optimizer\\_run\\_time.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_optimizer_run_time.htm&type=5)

#### NEW QUESTION # 84

Universal Containers has a call center that responds to requests from customers and schedules time for Field Service Engineers (FSEs) to perform work on assets owned by the client. Call Center Agents are responsible for booking appointments.

Which permission set license should be assigned to the Call Center Agents?

- A. FSL Admin License
- B. FSL Dispatcher License
- C. FSL Resource License
- D. FSL Agent License

**Answer: D**

Explanation:

Explanation

This option allows booking appointments, creating work orders, and viewing work types and work rules, which are the tasks that call center agents are responsible for. References:

[https://help.salesforce.com/s/articleView?id=sf.fs\\_permission\\_sets.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_permission_sets.htm&type=5)

## NEW QUESTION # 85

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

**Answer: A,D**

Explanation:

Explanation

Maintenance Plans are records that define recurring work orders for preventive maintenance such as inspections or tune-ups[188].

Auto-generate Work Orders is a setting that enables or disables the automatic generation of work orders from maintenance plans[189]. Generation Timeframe is a setting that defines how often work orders should be generated from maintenance plans such as daily, weekly, or monthly[190].

Generation Horizon is a setting that defines how far in advance work orders should be generated from maintenance plans such as 7 days or 30 days[191]. Auto-generating Work Orders with a 14 day Generation Timeframe and a 14 day Generation Horizon would allow Universal Containers to automatically generate Work Orders 14 days before the next suggested maintenance date by creating work orders from maintenance plans every 14 days within 14 days of their scheduled date. Associating a Required Skill called Site Visit to a Maintenance Plan would not affect how far in advance work orders are generated from maintenance plans.

Required Skills are fields on the maintenance plan object that indicate which skills are needed for performing preventive maintenance[192]. Associating a Work Type called Site Visit to a Maintenance Plan would not affect how far in advance work orders are generated from maintenance plans. Work Types are records that define the standard tasks and duration for a specific type of work[193]. References:

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

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[https://help.salesforce.com/s/articleView?id=sf.fs\\_maintenance\\_plans\\_generation\\_timeframe.htm](https://help.salesforce.com/s/articleView?id=sf.fs_maintenance_plans_generation_timeframe.htm)

## NEW QUESTION # 86

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