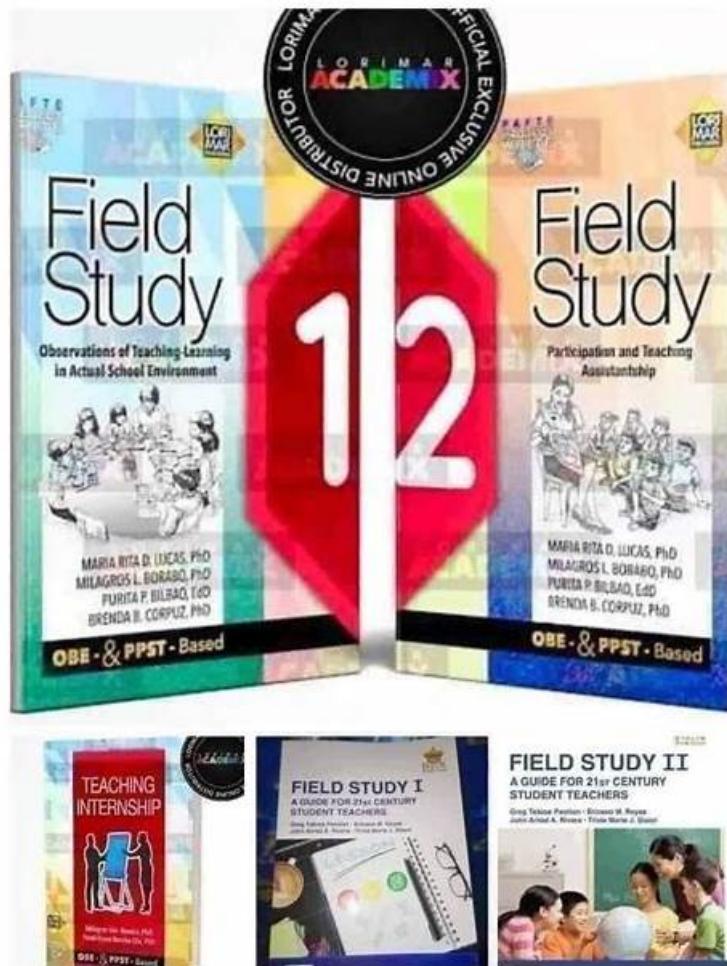


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Salesforce Field-Service-Consultant Certification Exam covers a wide range of topics including field service automation, workforce management, service contracts, and customer communication. Field-Service-Consultant exam also tests the candidate's ability 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 exam is a challenging exam that requires an in-depth understanding of the Salesforce Field Service Lightning platform. Field-Service-Consultant exam covers a variety of topics, including Field Service Lightning Setup, Service Appointments, Work Orders, Scheduling, and Dispatching. Field-Service-Consultant Exam is designed to test the candidate's knowledge and skills in these areas and evaluate their ability to provide quality field service solutions to customers.

Salesforce Field-Service-Consultant certification exam consists of 60 multiple-choice questions, and the candidate has 105 minutes to complete the exam. Field-Service-Consultant exam covers a range of topics, including but not limited to, field service

management, mobile workforce management, scheduling and dispatching, and service contracts and entitlements. To pass the exam, the candidate must score at least 63% or 38 out of 60 correct answers. Successful candidates receive a Salesforce Certified Field Service Consultant certificate, which is valid for two years.

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Salesforce Certified Field Service Consultant Sample Questions (Q18-Q23):

NEW QUESTION # 18

At Universal Containers, the Service Territory member's time zone is one hour behind the Service Territory time zone. How should the Consultant ensure proper scheduling and optimization for the member?

- A. Change the time zone on the Service Territory Member's user record to match the Service Territory's time zone.
- B. Subtract one hour from the start and end times on the Service Territory.
- **C. Add one hour to the start and end times on the Service Territory Member's Operating Hours.**
- D. Add one hour to the start and end times on the Service Territory.

Answer: C

Explanation:

This option ensures that the service territory member's operating hours are aligned with the service territory's time zone, and avoids scheduling conflicts or gaps. References:https://help.salesforce.com/s/articleView?id=sf_fs_operating_hours.htm&type=5

NEW QUESTION # 19

Universal containers (UC) wants to deploy knowledge to its field team. How should UC ensure its technicians can access knowledge articles offline?

- A. Write a workflow that associates articles to work orders based on a picklist on the work order.
- B. Use the salesforce Mobile App with deep linking to the field service lightning MobileApp.
- C. Create a custom Mobile App that syncs articles based on service appointment assignments.
- **D. Use work types to assign associated articles to work order.**

Answer: D

Explanation:

Work types can be used to assign associated articles to work orders, which can be accessed offline by technicians using the Field Service Mobile App. The Salesforce Mobile App does not have deep linking to the Field Service Mobile App. Creating a custom Mobile App that syncs articles based on service appointment assignments is not necessary and would require additional development and maintenance. Writing a workflow that associates articles to work orders based on a picklist on the work order is not recommended and would not ensure offline access. References: https://help.salesforce.com/s/articleView?id=sf_fs_work_types.htm&type=5 https://help.salesforce.com/s/articleView?id=sf_fs_mobile_app_overview.htm&type=5

NEW QUESTION # 20

which work rule should a field service lightning consultant use to assign service resources based on related object records?

- A. required resources
- B. resource availability
- **C. match field**

- D. extended match

Answer: D

NEW QUESTION # 21

How should the Consultant recommend visualizing the highest revenue generating Service Appointments on the Gantt?

- A. Create a Gantt Action to highlight.
- B. Add the relevant field to the Field Set.
- C. Color code using Gantt Palettes.
- D. Use Map Report Layers.

Answer: C

Explanation:

Explanation

Gantt Palettes allow the dispatcher to color code service appointments based on any field value, such as revenue or priority.

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

NEW QUESTION # 22

Universal Containers typically performs installs, break-fix, and inspections for all clients. The Service Manager wants to create a template for common work requests. What should a Consultant implement to assist the dispatch team?

- A. Work Order Record Types for Break-fix, Install, and Inspection.
- B. Work Type Line Items for Install, Break-fix, and Inspections.
- C. Work Order custom fields to define Install, Break-fix, and Inspections.
- D. Work Types and Skill Requirements for Install, Break-fix, and Inspections.

Answer: D

Explanation:

Work Types are templates that define the duration, skills, and products required for a work order or work order line item. By creating Work Types and Skill Requirements for Install, Break-fix, and Inspections, Universal Containers can standardize creation of Work Orders with the correct skills and estimated time to completion. Work Order Record Types for Break-fix, Install, and Inspection would allow creating different page layouts and picklist values for different types of work orders, but not define skills and duration. Work Type Line Items for Install, Break-fix, and Inspections would allow creating templates for work order line items, but not work orders. Work Order custom fields to define Install, Break-fix, and Inspections would allow capturing additional information for different types of work orders, but not define skills and duration.

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

NEW QUESTION # 23

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