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NEW QUESTION 31

Universal Containers wants to process mobile payments. How can this requirement be met?

- A. Create a custom payments object
- B. Attach a picture of the credit card
- C. Install an AppExchange package.
- D. Add a custom field to store the credit card number

Answer: C

NEW QUESTION 32

Some Technicians report that they are unable to log in to the Salesforce Field Service mobile app. The Consultant confirmed that the Technicians have the Salesforce Field Service Resource License and Salesforce Field Service Resource Permissions assigned to them.

How should a Consultant provide access to the Salesforce Field Service mobile app?

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Salesforce Field-Service-Consultant Certification Exam is designed for professionals who work in the field service industry and have experience with Salesforce's Field Service Lightning product. Salesforce Certified Field Service Consultant certification validates the knowledge and skills required to design and implement field service solutions using Salesforce's technology.

Salesforce Certified Field Service Consultant Sample Questions (Q91-Q96):

NEW QUESTION # 91

Northern Trail Outfitters (NTO) wants to automatically dispatch a Technician's next two Service Appointments after the Technician completes their current Service Appointment. NTO wants to be consistent across all of the Service Territories and control the number of Service Appointments that are pushed to the Technician.

What automated processing should the Consultant configure upon Work Order completion to dispatch the next two Appointments?

- A. Build a Workflow Rule.
- B. Configure an Auto Dispatch Scheduled Job.
- C. Create an Apex Trigger.
- **D. Enable Drip feed Dispatch.**

Answer: D

NEW QUESTION # 92

Universal Containers just started its Field Service Implementation and is configuring Service Territories and Locations. The Locations need to be associated to Territories.

In which two ways should the Consultant show this relationship?

Choose ? answers

- A. Create the Service Territory Location as a Service Territory lookup field.
- **B. Add the Service Territory Location Related List on the Location page layout.**
- **C. Add the Service Territory Location Related List on the Service Territory page layout.**
- D. Create the Service Territory Location as a Location lookup field.

Answer: B,C

Explanation:

Explanation

Service Territory Location is a junction object that links Service Territory and Location objects[236]. Related Lists are components on page layouts that show records that are related to a record through a lookup or master-detail relationship[237]. Adding the Service Territory Location Related List on the Service Territory page layout and adding the Service Territory Location Related List on the Location page layout would allow Universal Containers to show how Locations are associated to Territories by displaying a list of Service Territory Locations on each record[238]. Creating the Service Territory Location as a Service Territory lookup field or creating the Service Territory Location as a Location lookup field would not work because they are not valid fields on either object. References:

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

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

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

NEW QUESTION # 93

Service technicians at AW Computing use the Field Service mobile application when in the field. The technicians rely on Knowledge articles to assist them with completing assigned work.

How should the solution be configured to ensure technicians can access relevant Knowledge articles?

- **A. Attach the relevant articles to the work order or work order line items.**
- B. Add the Knowledge Lightning component to the Field Service mobile app.
- C. Update the Service Appointment page layout to include the Articles related list.

- D. Create a quick action on the work order to search the Knowledge base.

Answer: A

NEW QUESTION # 94

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 signatures capture?

- A. create relevant signature types and add signature blocks to the service report template.
- B. create two custom fields for the service appointment and use flows to capture each signature
- C. create a flow that adds two signature blocks when the service report is generated
- D. create two service reports and add one signature block to each

Answer: A

NEW QUESTION # 95

Northern Trail Outfitters wants to improve overall responsiveness to customers.

Which Dispatch technique should the Consultant implement to provide the greatest schedule flexibility?

- A. Leverage Resource Schedule Optimization.
- B. Shuffle daily work manually via the Gantt.
- C. Configure the Auto Dispatch scheduled job.
- D. Enable Drip-feed to dispatch the next appointments.

Answer: D

Explanation:

Explanation

Drip Feed Dispatching is a feature that allows dispatching groups of service appointments to technicians at regular intervals instead of all at once[121]. Enabling Drip-feed to dispatch the next appointments would allow Northern Trail Outfitters to improve overall responsiveness to customers by providing the greatest schedule flexibility and allowing technicians to adjust their schedules based on real-time conditions[122]. Shuffling daily work manually via the Gantt would not provide the greatest schedule flexibility. The Gantt is a tool that allows dispatchers to view and manage service appointments on a timeline[123]. Leveraging Resource Schedule Optimization would not provide the greatest schedule flexibility. Resource Schedule Optimization is a feature that allows optimizing service appointments based on predefined criteria such as travel time or priority[124]. Configuring the Auto Dispatch scheduled job would not provide the greatest schedule flexibility.

Auto Dispatch is a feature that allows automatically assigning service appointments to resources based on predefined criteria such as skills or availability[125]. References:

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

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

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

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

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

NEW QUESTION # 96

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