

Field-Service-Consultant New Study Notes & Exam Field-Service-Consultant Tutorials

SMC Consultant Study Guide

Discovery 13%

Provided with a set of business requirements, determine what additional information is needed to design the recommended solution.

Provided with a list of branding and creative strategies, probe for additional information that is needed to recommend an appropriate solution.

Provided a customer environment and goals, determine the viability of external systems that need to be included in the solution. (POS, CRM, ecommerce, data warehouse, data source inputs) Demonstrate how to gather requirements in order to put together the data and segmentation strategy for the customer. (frequency, complexity, volume of sending)

Given a scenario that includes customer information about subscriber acquisition, management, and attrition, utilize this information to select solution components.

Given a solution, recommend the appropriate customer skill sets required to utilize the Marketing Cloud application.

If a customer does not have CRM, what are two most common methods to place data in Marketing Cloud. What are the common constraints within each method?

Conceptual Design 12%

Analyze customer data to determine the appropriate data model. ([List model](#), [Data Extensions](#)) In a given scenario, determine appropriate solution for given requirements considering technical expertise of personas. (Automation Studio vs. Journey Builder, for example)

- [Using a List versus a Data Extension](#)

In a given narrative data flow, select the correct data flow diagram that depicts that data flow. In a given customer scenario, identify which User Stories are appropriate to use for accessing Marketing Cloud.

In a given customer scenario, determine factors to consider when scaling the solution. Articulate how data construct will drive one-to-one messaging and content.

Explain the purpose of [IP Warning](#) and make a recommendation based on customer needs.

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We assume all the responsibilities that our practice materials may bring. They are a bunch of courteous staff waiting for offering help 24/7. You can definitely contact them when getting any questions related with our Field-Service-Consultant practice materials. If you haplessly fail the exam, we treat it as our responsibility then give you full refund and get other version of practice material for free. That is why we win a great deal of customers around the world. Especially for those time-sensitive and busy candidates, all three versions of Field-Service-Consultant practice materials can be chosen based on your preference. Such as app version, you can learn it using your phone everywhere without the limitation of place or time.

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.

>> Field-Service-Consultant New Study Notes <<

Updated Salesforce Field-Service-Consultant Exam Questions with Accurate Answers in PDF

This Salesforce PDF file is a really convenient and manageable format. Furthermore, the Salesforce Field-Service-Consultant PDF is printable which enables you to study or revise questions on the go. This can be helpful since staring at a screen during long study

hours can be tiring and the Field-Service-Consultant PDF hardcopy format is much more comfortable. And this Salesforce Certified Field Service Consultant price is affordable.

Salesforce Field-Service-Consultant Exam is a comprehensive exam that requires a significant amount of preparation. Salesforce recommends that individuals who are interested in taking the exam have at least six months of experience working with Salesforce Field Service. Additionally, Salesforce recommends that individuals take the Field Service Lightning Administration course before attempting the exam. This course covers all the essential topics required for the exam and provides hands-on experience with the Field Service application.

Becoming a Salesforce Certified Field Service Consultant can provide numerous benefits to professionals. Firstly, it validates their skills and expertise in Salesforce Field Service Lightning, which can lead to increased job opportunities and higher salaries. Secondly, it demonstrates their commitment to ongoing learning and professional development, which is highly valued in the field of technology. Finally, it provides access to a community of professionals who are also certified in Salesforce Field Service Lightning, allowing for networking and collaboration opportunities.

Salesforce Certified Field Service Consultant Sample Questions (Q74-Q79):

NEW QUESTION # 74

Northern Trail Outfitters (NTO) wants to use Marketing Cloud to solicit customer service feedback. If a customer indicates they are unhappy with the service they have received, NTO wants a new case to be created in Service Cloud. NTO is unsure of what is possible within Marketing Cloud but would like to use as much native functionality as possible.

What approach would a consultant recommend?

- A. Use Automation Studio to capture positive or negative responses, and a Case Activity to create a new case in Service Cloud.
- B. Use an Engagement Split to capture positive or negative responses, and a Custom Activity to create a new case in Service Cloud.
- C. Use an AppExchange package to create a customized API integration between Marketing Cloud and Service Cloud.
- D. Use an Engagement Split to capture positive or negative responses, and a Case Activity to create a new case in Service Cloud.

Answer: D

NEW QUESTION # 75

Universal Containers is implementing Work Order Management to better support its clients.

Which two approaches should the Consultant consider to create work skills for the Service Resources?

Choose 2 answers

- A. Create the work skills using the FSL Lightning Web Component. Assign the skills to Service Resources. Add the skill to Work Types and Work Orders.
- B. Create the work skills using Setup. Manually assign the skills to Service Resources.
- C. Create the work skills using the FSL Lightning Managed Package wizard. Assign the skills to Service Resources. Add the skill to Work Types and Work Orders.
- D. Create the work skills using the Guided Setup wizard. Assign the skills to Service Resources using Guided Setup.

Answer: B,D

NEW QUESTION # 76

An employee at universal container performs the role of a dispatcher and a technician. How should a consultant configure the field service lightning to support this behavior?

- A. Create two service resources and assign them to the employee
- B. Create one service resource and assign the relevant permission set license
- C. Create one service resource and assign the technician and dispatcher role
- D. Create two skills records and assign them to service resources record

Answer: B

Explanation:

Service Resources are records that represent the people or equipment that perform field service tasks[53].

Permission Set Licenses are licenses that grant users access to specific features such as Field Service Dispatcher Console or Field Service Mobile App[54]. Creating one service resource and assigning the relevant permission set license would allow an employee at Universal Containers to perform both dispatcher and technician roles using one record and one license. Creating two skills records and assigning them to service resources record would not affect their roles or access to features. Skills are records that define specific abilities or qualifications that service resources have[55]. Creating two service resources and assigning them to the employee would create duplicate records and require two licenses for one employee. Creating one service resource and assigning the technician and dispatcher role would not work because roles are not fields on the service resource object. References:

<https://help.salesforce.com/s/articleView?id=sf>

[fs_service_resources_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf&type=5) <https://help.salesforce.com/s/articleView?id=sf&type=5>

[fs_permission_set_licenses_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf&type=5) <https://help.salesforce.com/s/articleView?id=sf&type=5>

NEW QUESTION # 77

Service resources at Universal Containers (UC) frequently work in more than one service territory.

The current scheduling policy looks only at primary territory. While UC still wants the optimizer to use the service resource's primary territory when scheduling, UC also wants the scheduling policy to look at the resource's secondary service territories.

Which two scheduling policy changes should a Consultant recommend?

Choose 2 answers

- **A. Remove the Match Territory Work Rule.**
- B. Include the Match Territory Work Rule.
- **C. Select Working Location Enable Primary on the Working Territories Work Rule:**
- D. Deselect Working Location Enable Primary on the Working Territories Work Rule.

Answer: A,C

NEW QUESTION # 78

Universal containers want technicians to view work progress through the work order line-item card in the field service lightning mobile app.

Which configuration steps should a consultant take to meet this requirement?

- A. create a custom visual force page and add an external link in the field service lightning mobile app to view the page in the mobile browser.
- **B. create a custom lightning component that displays work order progress and deploy it to technicians through the field lightning mobile app.**
- C. create a report chart that summarizes work order line items and add a link to the service appointment layout.
- D. add the work order line items related list of the work order page layout and assign the layout to the technician's profile.

Answer: B

Explanation:

A custom lightning component that displays work order progress can be created using Lightning Web Components or Aura Components and deployed to technicians through the Field Service Mobile App using Mobile App Extensions. Adding the work order line items related list to the work order page layout would not show the work progress on the work order line-item card in the Field Service Mobile App. Creating a custom visual force page or a report chart would not be compatible with the Field Service Mobile App user interface.

References: <https://developer.salesforce.com/docs/component-library/documentation/en/lwc> <https://developer.salesforce.com/docs/atlas.en-us.lightning.meta/lightning> <https://help.salesforce.com/s/articleView?id=sf&type=5>

[fs_mobile_app_extensions.htm&type=5](https://help.salesforce.com/s/articleView?id=sf&type=5)

NEW QUESTION # 79

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