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Salesforce Field-Service-Consultant Exam is designed to test the knowledge and expertise of professionals who specialize in the implementation and management of Salesforce Field Service solutions. Salesforce Certified Field Service Consultant certification validates their skills in configuring, implementing, and managing Salesforce Field Service solutions effectively. Field-Service-Consultant Exam also covers the ability to design and implement custom solutions to meet the specific needs of clients.

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Salesforce Field Service Consultant certification is a highly sought-after qualification for professionals who want to demonstrate their expertise in Salesforce's field service solutions. Salesforce Certified Field Service Consultant certification exam is designed for individuals who have experience with the Salesforce platform and are looking to specialize in field service management. Field-Service-Consultant Exam Tests for proficiency in configuring and implementing Salesforce's field service features, including scheduling, dispatching, and mobile workforce management.

Salesforce Certified Field Service Consultant Sample Questions (Q26-Q31):

NEW QUESTION # 26

Universal Containers wants to assign Service Appointment based on the Polygon of the child service territory in the hierarchy. How should a Consultant assign Service Appointments to the Polygon?

- A. Set the Polygon AssignmentPolicy to the Highest Level.
- B. Set the Territory Assignment Policy to the Lowest Level.
- C. Set the Territory Assignment Policy to the Highest Level.
- **D. Set the Polygon Assignment Policy to the Lowest Level.**

Answer: D

Explanation:

Polygons are geographic areas that define service territories for scheduling and optimization purposes. The Polygon Assignment Policy determines which polygon in a service territory hierarchy is used to assign service appointments to service resources based on their location or skills. Setting it to the Lowest Level ensures that service appointments are assigned based on the polygon of the child service territory in the hierarchy1. Setting it to the Highest Level would use the polygon of the parent service territory in the hierarchy1. The Territory Assignment Policy determines which territory in a hierarchy is used to filter available resources for scheduling. It does not affect polygon assignment. References: 1 https://help.salesforce.com/s/articleView?id=sf.fs_polygons_overview.htm&type=5

NEW QUESTION # 27

Universal Containers offers 2-hour versus 4-hour appointment booking windows for Gold versus Standard Customers. What should a Consultant recommend to offer appropriate appointment booking windows?

- **A. Customer Entitlement**
- B. Service Due Date
- C. Customer Working Hours
- D. Service Urgency

Answer: A

Explanation:

Explanation

Customer Entitlements are records that specify customers' support terms based on their contracts or warranties[38]. Customer Entitlements can be used to offer appropriate appointment booking windows for Gold versus Standard Customers by defining different appointment windows for different entitlement levels[39]. Service Due Date is a field on the work order object that indicates when a work order must be completed by[40]. Customer Working Hours are records that define when customers are available for service appointments[41]. Service Urgency is a field on the work order object that indicates how quickly a work order must be completed[42]. References:

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

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

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

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

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

NEW QUESTION # 28

Org-Wide Default sharing is set to Private in a Salesforce org.

If the Field Service Lightning User Territory feature is enabled, which three objects will be visible to users who are part of the User Territory?

Choose 3 answers

- A. Work Orders
- B. Resource Absences
- C. Service Resources
- D. Accounts
- E. Work Types

Answer: A,B,C

Explanation:

Explanation

Service Resources are records that represent the people or equipment that perform field service tasks[143].

Work Orders are records that track customer requests for service such as repairs or maintenance[144].

Resource Absences are records that mark resources as unavailable for work for specific time periods due to sickness, vacation, or other reasons[145]. If the Field Service Lightning User Territory feature is enabled, these three objects will be visible to users who are part of the User Territory by default[146]. Accounts are records that represent companies or individuals involved in business with an organization[147]. Work Types are records that define the standard tasks and duration for a specific type of work[148].

These two objects will not be visible to users who are part of the User Territory by default unless sharing rules are configured[149].

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

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

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

NEW QUESTION # 29

Universal Containers wants to ensure that Service Appointments are dispatched to Resources from the same Service Territory only. How can this be configured?

- A. Include the Match Territory WorkRule in the Scheduling Policy.
- B. Include the Resource Availability Work Rule in the Scheduling Policy.
- C. Ensure the Resource's Address is in the same Territory as the Service Appointments.
- D. Mark the Service Territory's Resources as Required on the Service Appointments.

Answer: A

Explanation:

A work rule is used to define scheduling constraints and preferences for service appointments. The Match Territory work rule is used to ensure that service appointments are dispatched to resources from the same service territory only.

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

NEW QUESTION # 30

Universal Containers occasionally needs to use two Technicians to complete a job, however the Technicians can be onsite at different times.

How should a Consultant implement this process?

- A. Create one Service Appointment and add two Required Resources.
- B. Create two Service Appointments and set the Early Start to the Start Time of the first Service Appointment.
- C. Create one Service Appointment and schedule two Resources.
- D. Create two Service Appointments and assign two different Resources.

Answer: D

Explanation:

This option should be recommended to implement this process, as it allows scheduling two technicians to complete a job at different times by creating two separate service appointments and assigning them to different resources.

References:https://help.salesforce.com/s/articleView?id=sf.fs_service_appointments.

htm&type=5

NEW QUESTION # 31

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