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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 exam is a challenging certification exam that requires a significant amount of preparation and study. Field-Service-Consultant exam has 60 multiple-choice questions and lasts for 105 minutes. Field-Service-Consultant exam fee is \$400, and the passing score is 67%. Field-Service-Consultant exam is available in English, Spanish, Japanese, and Brazilian Portuguese.

Salesforce Field-Service-Consultant is a certification that validates an individual's ability to design field service solutions efficiently and effectively using Salesforce technology. Salesforce Certified Field Service Consultant certification aims to equip individuals with an in-depth understanding of the Salesforce Field Service platform and its various capabilities.

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Salesforce Certified Field Service Consultant Sample Questions (Q78-Q83):

NEW QUESTION # 78

To prepare for an upgrade, a mobile technician creates a product request for three circuit boards to be sent from the main warehouse to the customer site. The completed job needs two of the boards. Which two Field Service tools should the technician use to return the unused circuit board to the warehouse? Choose TWO answers

- A. Product Transfer
- B. Product Receipt
- C. Return Order
- D. Work Order

Answer: B,C

Explanation:

The technician would use a Return Order to create a return for the unused circuitboard. The Return Order would specify the quantity of the product being returned, the reason for the return, and the shipping address.

The technician would then use a Product Receipt to record the receipt of the returned product. The Product Receipt would specify the quantity of the product received, the condition of the product, and the location of the product.

The other two options are incorrect because they are not used to return products. A Work Order is used to track the work that needs to be done on a product or service. A Product Transfer is used to move products from one location to another.

NEW QUESTION # 79

Universal Containers (UC) uses two contractors, Contractor 1 and Contractor 2, to perform repair work.

Contractor 1 has provided services for UC for a longer period of time and is considered to have more repair work expertise than Contractor 2.

How should the Consultant configure the Contractors' experience?

- A. Assign Contractor 1 as a Preferred Resource.
- B. Assign Contractor 1 and 2 different Skill Levels for repair Work Type.
- C. Assign Contractor 2 as an Excluded Resource.
- D. Assign Contractor 1 and 2 different capacities for repair work.

Answer: B

Explanation:

Skills are records that define specific abilities or qualifications that service resources have[158]. Skill Levels are fields on the skill object that indicate the proficiency or experience of a service resource in a skill[159].

Assigning Contractor 1 and 2 different Skill Levels for repair Work Type would allow Universal Containers to configure the Contractors' experience by setting up criteria such as skill name equals repair and skill level equals high for Contractor 1 and low for Contractor 2. Assigning Contractor 1 as a Preferred Resource would not configure the Contractors' experience. Preferred Resources are optimization criteria that prioritize assigning service appointments to resources who have previously completed similar work orders or who are preferred by customers[160]. Assigning Contractor 1 and 2 different capacities for repair work would not configure the Contractors' experience. Capacities are fields on the service resource object that indicate the number of hours available for work per day or week[161]. Assigning Contractor 2 as an Excluded Resource would not configure the Contractors' experience. Excluded Resources are optimization criteria that prevent assigning service appointments to resources who are explicitly excluded by customers or dispatchers[162].

References: https://help.salesforce.com/s/articleView?id=sf.fs_skills_overview.htm&type=5 <https://developer>.

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NEW QUESTION # 80

Universal Containers wants to identify which resources need more or fewer appointments. Which Gantt chart filter option should a consultant recommend to provide this information?

- A. Select sort by average utilization on the resources tab.
- B. Select hours absences and overtime on the utilization tab.
- C. Select travel time and breaks as skills on the skills tab.
- D. Select date resolution on the hours tab.

Answer: A

NEW QUESTION # 81

Universal Containers wants to dispatch emergency work identified throughout the day that needs to be completed before lower-priority work.

What should the Consultant recommend to meet this requirement?

- A. Create a custom Gantt action to call an Apex class to reschedule appointments.
- B. Define a Global Optimization job to run hourly.
- C. Apply the Reshuffle action within the Gantt.
- D. Write a batch Apex class to unschedule low priority work orders.

Answer: C

NEW QUESTION # 82

What is the most efficient way for a Consultant to keep Technicians proactively informed about updates to their Service Appointments and Work Orders in the Field Service mobile app?

- A. Enable Push Notifications in the Service Console app.
- B. Utilize Triggers to send emails to relevant users.
- C. Utilize Schedules Jobs from the Field Service Admin app.
- D. Enable Notifications in Field Service Settings.

Answer: D

NEW QUESTION # 83

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