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Salesforce Field Service Consultant certification is designed for professionals who want to demonstrate their expertise in implementing and managing field service solutions using Salesforce. Salesforce Certified Field Service Consultant certification validates a candidate's knowledge and skills in configuring and customizing Salesforce Field Service features, managing workforce

scheduling, dispatching and monitoring, and optimizing field service operations to improve customer satisfaction.

## Salesforce Certified Field Service Consultant Sample Questions (Q148-Q153):

### NEW QUESTION # 148

The CFO for Universal Containers wants Work Orders to remain open until the Customer Service Report is sent. Which two items should a Consultant implement to ensure Work Orders cannot be closed? Choose 2 answers.

- A. Custom Work Order Escalation Rules
- B. Custom Work Order Status with Category
- C. Custom Validation Rule on Work Orders
- D. Custom Approval Process on Work Orders

**Answer: B,C**

### NEW QUESTION # 149

A financial strivts customtr wants to send emails to customers who log in for the first time on a new IP. The message should be deployed as fast as possible due to its sensitive content. The message contains Information related to the login IP. What should a consultant recommend to deploy the email?

- A. Use the Transactional Messaging API.
- B. Execute a Triggered Emails Interaction.
- C. Inject the subscriber into a Journey.
- D. Use a User-Initiated Emails Interaction.

**Answer: A**

### NEW QUESTION # 150

universal container is implementing work order management to better the support its clients Choose 2 answers

- A. Create the work skill using setup. Manually assign the skills to service resources
- B. Create the work skills using the guided setup wizard. Assign the skill to service to service resources using guided setup
- C. Create the work skills using the FSL lightning web component. Assign the skill to service resources add the skill to work type
- D. Create work skills using the fsl lightning Managed package wizard. Assign the skills to service resources. And the skill to work type and work order

**Answer: A,B**

### NEW QUESTION # 151

A Dispatcher at Universal Containers has just been informed that one of their field employees, who has five services schedules for today, called in sick. How should the workload be assigned to other Field Technicians?

- A. Update the Resource a not available, select the affected Service Appointments, and press "Schedule."
- B. Change the Scheduling Policy to "High Intensity" and activate the Background Optimization process.
- C. Ask the Customer Service Rep to call the customers and manually re-schedule for another day.
- D. Drag and drop the Service Appointments to other available Resources and run Optimization.

**Answer: D**

### NEW QUESTION # 152

a dispatcher notice that the crew assigned to a service appointment is missing a skill requirement for the appointment. How can the dispatcher update the service crew to meet those requirements?

- A. Create a new service appointment with a different crew.

- Answer: B**

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