Field-Service-Consultant Pass Rate - Field-Service-Consultant Test Question

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Salesforce Field-Service-Consultant Exam measures the ability of candidates to design, implement, and manage field service solutions using Salesforce technology. Field-Service-Consultant exam covers a range of topics, including field service automation, scheduling and dispatching, workforce management, and mobile workforce management. It is a multiple-choice exam that consists of 60 questions and lasts for 90 minutes.

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Salesforce Field-Service-Consultant (Salesforce Certified Field Service Consultant) Certification Exam is designed for professionals who specialize in field service management. Salesforce Certified Field Service Consultant certification validates an individual's knowledge and expertise in using Salesforce Field Service to streamline the field service operations for businesses. Salesforce Certified Field Service Consultant certification exam focuses on various topics such as field service automation, scheduling and dispatching, mobile workforce management, inventory and asset management, and customer communication.

Salesforce Certified Field Service Consultant Sample Questions (Q37-Q42):

NEW QUESTION # 37
At Northern Trail Outfitters (NTO), agents are expected to complete a variety of tasks. They create cases and work orders, and need Read access to work types and work rules. They also book and manage appointments, assign mobile resources, and optimize their mobile workforce's schedule.
What is the best permission set{s) a consultant should
recommend assigning to NTO agents?

- A. Mobile, Agent, and Resource
- B. Agent
- C. Dispatcher
- D. Agent and Resource

Answer: B

Explanation:
Explanation
The Agent permission set gives access to create cases and work orders, view work types and work rules, book and manage appointments, assign mobile resources, and optimize schedules. References:
https://help.salesforce.com/s/articleView?id=sf.fs_permission_sets.htm&type=5

NEW QUESTION # 38
Northern Trail Outfitters wants to provide near real-time data in a 30-day welcome Journey.
Which data setup should thty use for decision splits?

- A. Journey Data queried from main data extension
- B. Journey Data using CRM Report Import Activity to Salesforce Data Extension
- C. Contact Data using Synchronized Data Sources
- D. Contact Data Mapped through Salesforce Marketing Cloud Profile Attributes

Answer: C

NEW QUESTION # 39
A customer wants to return a defective product instead of scheduling a Service Appointment.
How should this product be tracked in Salesforce Field Service?

- A. Create a Product Request and Product Request Line Item.
- B. Create a Return Order and Return Order Line Item.
- C. Create a Return Order and relate it to the Product.
- D. Create a Work Order and Work Order Line Item.

Answer: B

Explanation:
Explanation

This option allows tracking the return of a defective product and its replacement with a new one, if applicable.
References: https://help.salesforce.com/s/articleView?id=sf.fs_return_orders_overview.htm&type=5

NEW QUESTION # 40
When the universal container UC technician installed a product at a customer site the technician must perform all future work for that customer Which process should the consultant use to meet the requirements?

- A. Add the resources as a required resource on the work order
- B. Add the resources as a required resource on the account
- C. Add the resources as a required resource on the contact
- D. Add the resources as a required resource on the asset

Answer: B

NEW QUESTION # 41
Each door lock that universal containers (UC) sells have a unique 20-digit code. The code represents the manufacturer, production run, and production number UC needs to track each lock in addition to the installed locks, all technician carry five replacement in their van stock How should UC track the van stock door locks?

- A. Create a product item with all the serial numbers in the noted section
- B. Create a product item for each door lock utilizing standard field
- C. Create a product item and enter a serial number in related list
- D. Create a product item and enter technician lock quantity

Answer: B

NEW QUESTION # 42
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