Field-Service-Consultant Exam Experience - Pdf Field-Service-Consultant Version

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Question: 1

Universal Containers wants to track how much time each Technician is actively working each day. Which two data elements should be captured in order to calculate percentage of time spend actively working.

A. Technician hours at client location.
B. Technician work orders completed
C. Technician hours traveling
D. Technician hours per day.

Answer: A, D

Question: 2

Universal Containers (UC) wants to better understand their service business and Field Service Technician terms' schedules. A Consultant suggested UC start to forecast and plan. Which two abilities does forecasting and planning provide?

A. Proactively adjust Service Contracts.
B. More accurately assign Work Orders based on skills.
C. Proactively adjust to address demand fluctuations.
D. More consistently meet customer response times.

Answer: B, C

Question: 3

Universal Containers would like to provide Field Service Technicians the ability to capture details and customer approval on completed work so that the details can be compiled and sent to the customer electronically. What should a Consultant recommend to meet this requirement?

A. Create a Process Builder to generate a report.
B. Create a custom report.
C. Use the standard Service Report
D. Use the standard Work Order email template.

Answer: C

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Salesforce Certified Field Service Consultant certification is an excellent way to demonstrate your skills and knowledge in the field service industry. It is a globally recognized certification that can help you stand out in a competitive job market. Salesforce Certified Field Service Consultant certification demonstrates your commitment to your profession and your ability to provide high-quality service to your clients.

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Salesforce Field-Service-Consultant is a certification that is designed for professionals who want to build their career in the field service industry. Salesforce Certified Field Service Consultant certification is intended for individuals who have expertise in Salesforce Field Service Lightning and are looking to validate their knowledge and skills. The Salesforce Field-Service-Consultant certification is a valuable asset for professionals who want to work with customers and provide them with the best field service experience.

Salesforce Field-Service-Consultant certification exam is designed for professionals who want to demonstrate their expertise in implementing and administering Salesforce Field Service solutions. Salesforce Certified Field Service Consultant certification is ideal for individuals who have experience in field service management, including dispatching, scheduling, and managing field workers. By obtaining this certification, professionals can showcase their knowledge of the Salesforce platform and its capabilities to improve field service operations.

Salesforce Certified Field Service Consultant Sample Questions (Q73-Q78):

NEW QUESTION # 73
Upon arrival for the service appointment, technician report a team of people is required to resolve the issue How can the dispatcher ensure the required resources are assign to the issue?

- A. Assign the existing work order to crew
- B. Assign the existing service appointment to the crew
- C. Create a new work order and assign a crew
- D. Create a new service appointment and assign to crew

Answer: B

NEW QUESTION # 74
universal containerswants to report on the volume of products installed within a specific timeframe.
Which solution should the consultant utilize to meet the requirement?

- A. Fieldhistory tracking on asset
- B. A custom installation date field on products consumed
- C. A work order related list on asset
- D. The standard installation date field on asset

Answer: B

Explanation:
Products consumed are records that track the products used during a service appointment[32]. A custom installation date field on products consumed would allow reporting on the volume of products installed within a specific timeframe by filtering on the installation date field values[33]. A work order related list on asset would show the work orders associated with an asset, but not the products installed. Field history tracking on asset would track field changes on an asset, but not the products installed. The standard installation date field on asset would show when an asset was installed, but not the products installed. References: https://help.
salesforce.com/s/articleView?id=sf.fs_products_consumed.htm&type=5https://help.salesforce.com/s/articleView?id=sf.reports_filter_date_fields.htm&type=5

NEW QUESTION # 75
Universal containers has enabled field service lightning and wants to enable milestones for work orders.
What should a consultant take into consideration?

- A. Creating entitlements for cases and work orders must be separated.
- B. Creating milestone trackers requires a custom lightning component.
- C. Creating milestones for work orders requires an entitlement for case.
- D. Creating entitlements for work orders requires a custom lightning component.

Answer: A

NEW QUESTION # 76

universal container UC want to track the asset lifecycle when equipment has been snapped out What should a consultant recommend to meet this requirement?

- A. Add the field history tracking related list to the asset page and configure the product request object
- B. Add the related asset related list to the asset page and configure the product request object
- C. Add the field history tracking related list to the assets page and configure the asset relationships object
- D. Add the related asset related list to the asset page and configure the asset relationships object

Answer: D

NEW QUESTION # 77

A small restaurant franchise wants to implement Marketing Cloud to support their franchise owners. The corporate office owns the advertising copy and subscriber lists. The owners of franchised stores add a customized local message to the marketing campaign. What hierarchy should be recommended?

- A. One business unit with shared folders.
- B. One business unit.
- C. A One parent business unit and a child business unit for each franchise owner.
- D. One parent business unit and a child business unit shared across franchise owners.

Answer: C

NEW QUESTION # 78

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