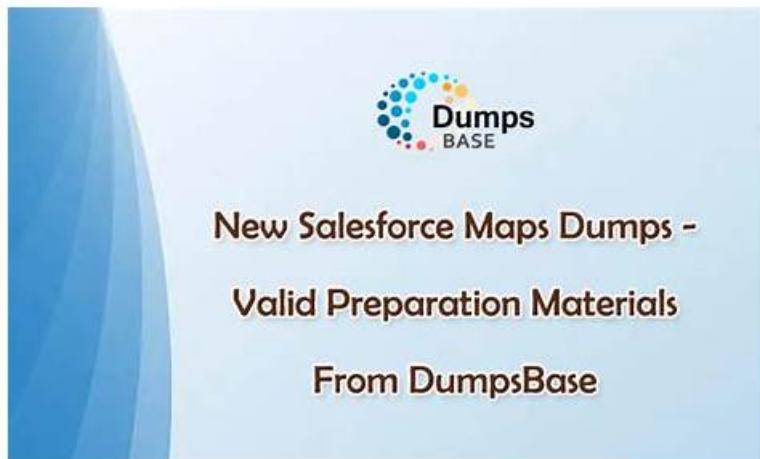


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Salesforce Field-Service-Consultant: Salesforce Certified Field Service Consultant Exam is a certification exam that is designed for professionals who want to demonstrate their expertise in the field of Salesforce field service management. Field-Service-Consultant Exam is intended for individuals who have experience working with Salesforce Field Service Lightning and want to validate their skills and knowledge in this area.

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Salesforce Field-Service-Consultant Certification Exam covers a wide range of topics, including field service operations, service scheduling, workforce management, mobile workforce enablement, and customer service. Field-Service-Consultant exam is designed to evaluate your understanding of the Salesforce Field Service Lightning platform, as well as your ability to apply it to real-world scenarios.

If you are a professional in the field service industry and want to demonstrate your expertise in using Salesforce technology to improve field service operations, then the Salesforce Field-Service-Consultant Certification Exam is the right choice for you. By passing Field-Service-Consultant exam, you can validate your knowledge and skills and increase your career opportunities in this field.

## Salesforce Certified Field Service Consultant Sample Questions (Q114-Q119):

### NEW QUESTION # 114

Service appointments in a "cannot complete" status may indicate that an additional part or expert assistance is needed to complete the work. Universal containers defined that service appointments in a "cannot complete" status are unable to be rescheduled or

unscheduled for history tracking purposes.

Which two items should the consultant recommend to meet the requirement?

Choose 2 answers

- A. Define "cannot complete" as a pinned status for auto-dispatch services.
- B. Ensure that status transitions are configured to prevent the update from "cannot complete" to "none".
- C. Define "cannot complete" as a pinned status for scheduling and optimization services.
- D. Ensure that status transition are configured to allow the status update from "cannot complete" to "scheduled".

**Answer: B,C**

#### **NEW QUESTION # 115**

For security reasons, Northern Trail Outfitters indicates they cannot store PII directly within their Marketing Cloud account. They are considering Implementing Tokenized Sending to pull PII from their data warehouse at send time. They indicate they send several large, time-sensitive messages per year.

Which two considerations should be made about Tokenized Sending?

Choose 2 answers

- A. Journey Builder Decision Splits provide a method to access data of Tokenized data natively.
- B. Personalization Strings still allow PII to be displayed within an email.
- C. Tokenized Sending does not support Mobile Connect.
- D. Service Level Agreements for email sends are unsupported with the inclusion of outside servers.

**Answer: B,D**

#### **NEW QUESTION # 116**

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?

- A. Update Public Group membership.
- B. Modify the user record.
- C. Assign a Field Service Mobile License to the user.
- D. Modify the user's Profile.

**Answer: C**

#### **NEW QUESTION # 117**

A service technician at Ursa Major Solar handles yearly maintenancechecks. The job usually lasts 2 to 3 hours. Due to the lack of customer availability, many appointments are cancelled or need to be rescheduled at the last minute.

Which two features would be most helpful in aiding the dispatcher with updated schedules for technicians?

Choose 2 answers

- A. In-day Optimization
- B. Resource Schedule Optimization
- C. Reshuffle
- D. Group Nearby

**Answer: A,C**

Explanation:

Reshuffle allows the dispatcher to automatically reschedule service appointments for a specific date range based on the current schedule and optimization rules1. In-day Optimization allows the dispatcher to optimize the schedule for a specific resource or territory based on real-time events such as cancellations or delays2.

References: 1 [https://help.salesforce.com/s/articleView?id=sf.fs\\_reshuffle.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_reshuffle.htm&type=5) 2 [https://help.salesforce.com/s/articleView?id=sf.fs\\_in\\_day\\_optimization.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_in_day_optimization.htm&type=5)

## NEW QUESTION # 118

Ursa Major Solar would like the technician who performed a customer's initial installation to also perform any subsequent service calls.

Which two actions should the field service administrator take to configure field service to ensure the installation technician is assigned to subsequent service calls?

Choose 2 answers

- A. Create a child work order for maintenance on the original installation work order.
- **B. Add the preferred resource service objective to the scheduling policy.**
- C. Add the technician as the required resource on the service appointment.
- **D. Add the technician as a preferred resource on the account record.**

**Answer: B,D**

Explanation:

These are two actions that can help ensure that the technician who performed a customer's initial installation is also assigned to subsequent service calls. A preferred resource is a resource that has a preference or affinity for working with a specific account or service territory. A preferred resource service objective is a service objective that prioritizes resources that are preferred for an account or service territory. By adding the technician as a preferred resource on the account record, and adding the preferred resource service objective to the scheduling policy, the system can assign the technician to future service appointments for that account.

References: [https://help.salesforce.com/s/articleView?id=sf.fsl\\_preferred\\_resources.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fsl_preferred_resources.htm&type=5) [https://help.salesforce.com/s/articleView?id=sf.fsl\\_service\\_objectives.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fsl_service_objectives.htm&type=5)

## NEW QUESTION # 119

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