Exam Field-Service-Consultant Questions Answers & Exam Field-Service-Consultant Course



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Salesforce Field-Service-Consultant (Salesforce Certified Field Service Consultant) Certification Exam is a professional certification exam that validates the skills and knowledge of professionals who work with field service management solutions in the Salesforce platform. Salesforce Certified Field Service Consultant certification exam is designed to test the proficiency of candidates in various areas such as field service management, mobile workforce management, scheduling, dispatching, and customer service.

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Salesforce Certified Field Service Consultant Sample Questions (Q11-Q16):

NEW QUESTION #11

Universal Containers wants to standardize creation of Work Orders. Historically, Work Orders have been set up with the incorrect skills and estimated time to completion.

What should a Consultant utilize to meet this requirement

- A. Entitlements
- B. Work Order Record Types
- C. Work Types
- D. Entitlement Templates

Answer: C

NEW QUESTION #12

How should the Consultant recommend visualizing the highest revenue generating Service Appointments on the Gantt?

- A. Create a Gantt Action to highlight.
- B. Use Map Report Layers.
- C. Add the relevant field to the Field Set.
- D. Color code using Gantt Palettes.

Answer: D

Explanation:

Explanation

Gantt Palettes allow the dispatcher to color code service appointments based on any field value, such as revenue or priority. References: https://help.salesforce.com/s/articleView?id=sf.fs_gantt_palettes.htm&type=5

NEW QUESTION #13

Which object can be used to share Service Appointments with Service Resources in Salesforce Field Service?

- A. User Territory
- B. Work Order
- C. Service Territory Member
- D. Service Territory

Answer: D

Explanation:

This object can be used to share service appointments with service resources in Salesforce Field Service by assigning service resources to service territories and assigning service appointments to the same service territories. References:https://help.salesforce.com/s/articleView?id=sf.fs service territories.htm&type=5

NEW QUESTION #14

Universal Containers wants to standardize creation of Work Orders. Historically, Work Orders have been set up with the incorrect skills and estimated time to completion.

What should a Consultant utilize to meet this requirement

- A. Entitlements
- B. Work Order Record Types
- C. Work Types
- D. Entitlement Templates

Answer: C

Explanation:

Explanation

Work Types are templates that define the duration, skills, and products required for a work order or work order line item. By creating Work Types for Install, Break-fix, and Inspections, Universal Containers can standardize creation of Work Orders with the correct skills and estimated time to completion[34]. Entitlement Templates are templates that define the terms of support for customers such as number of cases allowed or response time[35]. Entitlements are records that specify customers' support terms based on their contracts or warranties[36]. Work Order Record Types are record types that allow creating different page layouts and picklist values for different types of work orders[37]. References:

https://help.salesforce.com/s/articleView?id=sf.fs work types.htm&type=5

https://help.salesforce.com/s/articleView?id=sf.entitlements_templates_overview.htm&type=5

https://help.salesforce.com/s/articleView?id=sf.entitlements overview.htm&type=5

https://help.salesforce.com/s/articleView?id=sf.fs work orders record types.htm&type=5

NEW QUESTION #15

Universal Containers's Technicians may be assigned to Jobs with an arrival window to meet the customer appointment time preference. Technicians are also assigned to Jobs without a preferred appointment time.

In which two ways should the Consultant define Operating Hours to meet this requirement?

Choose 2 answers

- A. When Service Resources are available for work
- B. The Time Slots for Appointment Booking
- C. The Due Date of the Service Appointment
- D. The Maintenance Plan for the Account

Answer: B,C

NEW QUESTION #16

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