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Salesforce Field-Service-Consultant Certification is suitable for professionals who work in the field service industry, including service managers, field service administrators, and technicians. Salesforce Certified Field Service Consultant certification demonstrates the individual's ability to provide efficient and effective field service operations that can lead to improved customer satisfaction, increased productivity, and reduced operational costs. Salesforce Certified Field Service Consultant certification exam is a comprehensive test that assesses an individual's knowledge and practical skills in implementing and configuring Salesforce Field Service. Achieving this certification can help professionals advance their careers and stand out in a competitive job market.

## New Field-Service-Consultant Exam Name - Field-Service-Consultant Exam Tests

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Salesforce Field-Service-Consultant Certification is highly valued in the field service management industry and is recognized globally. Salesforce Certified Field Service Consultant certification validates the candidate's expertise in configuring and implementing field service solutions using Salesforce Field Service Lightning. It also helps professionals to demonstrate their commitment to their profession and opens up new career opportunities.

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

#### NEW QUESTION # 73

Universal Containers wants to ensure that Service Appointments are dispatched to Resources from the same Service Territory only. How can this be configured?

- A. **Include the Match Territory WorkRule in the Scheduling Policy.**
- B. Include the Resource Availability Work Rule in the Scheduling Policy.
- C. Ensure the Resource's Address is in the same Territory as the Service Appointments.
- D. Mark the Service Territory's Resources as Required on the Service Appointments.

#### Answer: A

Explanation:

A work rule is used to define scheduling constraints and preferences for service appointments. The Match Territory work rule is used to ensure that service appointments are dispatched to resources from the same service territory only.

References: [https://help.salesforce.com/s/articleView?id=sf.fsl\\_work\\_rules.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fsl_work_rules.htm&type=5)

#### NEW QUESTION # 74

Which configuration can Universal Containers use to brand the Salesforce Field Service mobile app?

- A. **Company logo**
- B. Company colors
- C. Company style sheets
- D. Company address

#### Answer: A

Explanation:

Explanation

This configuration can be used to brand the Salesforce Field Service mobile app by uploading a custom logo image that appears on the app's login screen and navigation bar. References:

[https://help.salesforce.com/s/articleView?id=sf.fs\\_mobile\\_branding.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_mobile_branding.htm&type=5)

#### NEW QUESTION # 75

Which two scenarios are fully supported by Maintenance Plans?

Choose 2? answers

- A. **Appointments on the first Tuesday of the month**
- B. **Weekly recurring appointments at 8:00 AM**
- C. Quarterly sales visits to a customer
- D. Site inspections during the first week of the 'year

**Answer: A,B**

Explanation:

These two scenarios are fully supported by Maintenance Plans, which allow creating recurring work orders and service appointments based on various criteria. References:[https://help.salesforce.com/s/articleView?id=sf.fs\\_maintenance\\_plans\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_maintenance_plans_overview.htm&type=5)

**NEW QUESTION # 76**

Universal Containers has discovered that many of its Technicians' initial visits require a return visit to complete the work. Which two approaches should a Consultant recommend to accurately track these visits?

Choose 2 answers

- A. Reschedule the Service Appointment for the new date.
- B. Create a new Service Appointment on the original Work Order.
- C. Reschedule the Work Order for the new date.
- D. Create a new Work Order and Service Appointment.

**Answer: A,D****NEW QUESTION # 77**

Universal Containers (UC) uses two contractors, Contractor 1 and Contractor 2, to perform repair work.

Contractor 1 has provided services for UC for a longer period of time and is considered to have more repair work expertise than Contractor 2.

How should the Consultant configure the Contractors' experience?

- A. Assign Contractor 1 and 2 different capacities for repair work.
- B. Assign Contractor 1 as a Preferred Resource.
- C. Assign Contractor 1 and 2 different Skill Levels for repair Work Type.
- D. Assign Contractor 2 as an Excluded Resource.

**Answer: C**

Explanation:

Skills are records that define specific abilities or qualifications that service resources have[158].Skill Levels are fields on the skill object that indicate the proficiency or experience of a service resource in a skill[159].

Assigning Contractor 1 and 2 different Skill Levels for repair Work Type would allow Universal Containers to configure the Contractors' experience by setting up criteria such as skill name equals repair and skill level equals high for Contractor 1 and low for Contractor 2. Assigning Contractor 1 as a Preferred Resource would not configure the Contractors' experience. Preferred Resources are optimization criteria that prioritize assigning service appointments to resources who have previously completed similar work orders or who are preferred by customers[160]. Assigning Contractor 1 and 2 different capacities for repair work would not configure the Contractors' experience. Capacities are fields on the service resource object that indicate the number of hours available for work per day or week[161]. Assigning Contractor 2 as an Excluded Resource would not configure the Contractors' experience. Excluded Resources are optimization criteria that prevent assigning service appointments to resources who are explicitly excluded by customers or dispatchers[162].

References: [https://help.salesforce.com/s/articleView?id=sf.fs\\_skills\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_skills_overview.htm&type=5) [https://developer.salesforce.com/docs/atlas.en-us.api.meta/api/sforce\\_api\\_objects\\_skill\\_skilllevel.htm](https://developer.salesforce.com/docs/atlas.en-us.api.meta/api/sforce_api_objects_skill_skilllevel.htm)

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**NEW QUESTION # 78**

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