

Salesforce Field-Service-Consultant Exam | Field-Service-Consultant Valid Test Blueprint - Download Demo Free of Practical Field-Service-Consultant Information



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Candidates who pass Field-Service-Consultant Certification prove their worth in the Salesforce field. The Salesforce Certified Field Service Consultant certification is proof of their competence and skill. This skill is highly useful in big Salesforce companies that facilitate a candidate's career. To get certified, it is very important that you pass the Salesforce Certified Field Service Consultant certification exam to prove your skills to the tech company. For this task, you require high-quality and accurate prep material to help you out. And many people don't get reliable material and ultimately fail. Failure leads to a loss of time and money.

Salesforce Field-Service-Consultant certification exam covers a wide range of topics related to field service management, including scheduling and dispatch, mobile workforce management, asset management, and customer service. Field-Service-Consultant Exam consists of multiple-choice questions and requires candidates to demonstrate their knowledge of Salesforce Field Service solutions.

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Salesforce Field Service Lightning is a powerful tool that helps organizations manage their field service operations. It offers features such as schedule optimization, inventory management, and real-time tracking of field service agents. Salesforce Certified Field Service Consultant certification ensures that the professional can effectively leverage these features to improve the overall efficiency of field service operations.

Salesforce Certified Field Service Consultant Sample Questions (Q161-Q166):

NEW QUESTION # 161

Universal Containers wants to dispatch groups of Service Appointments to their Technicians. The number of Service Appointments dispatched at a time varies among different Service Territories.

Which two settings should a Consultant enable to ensure Service Appointments are dispatched correctly?

Choose 2 answers

- A. Set the Service Appointment to Dispatch in Field Service Settings.
- **B. Enable Drip Feed Dispatching in Field Service Settings.**
- **C. Set the Number of Services to Drip Feed on the Service Territory.**
- D. Enable Sharing of Dispatched Service Appointments.

Answer: B,C

Explanation:

Explanation

Drip Feed Dispatching is a feature that allows dispatching groups of service appointments to technicians at regular intervals instead of all at once[56]. Enabling Drip Feed Dispatching in Field Service Settings allows turning on this feature for all service territories[57]. Setting the Number of Services to Drip Feed on the Service Territory allows specifying how many service appointments should be dispatched at a time for each service territory[58]. Setting the Service Appointment to Dispatch in Field Service Settings would not affect how many service appointments are dispatched at a time. Enabling Sharing of Dispatched Service Appointments would not affect how many service appointments are dispatched at a time. References:

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

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

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

NEW QUESTION # 162

universal containers need to send the technician into the field to service containers. It takes two technicians with specialized skill to complete the work at same time How should the consultant make this requirement?

- A. Create a crew with two technicians
- B. Create two service appointment
- **C. Create a two-service crew**
- D. Create a work rule with two required skills

Answer: C

NEW QUESTION # 163

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

Explanation:

Service Reports are documents that summarize the details and outcomes of a service appointment such as work performed, products consumed, customer feedback, etc.[72]. Using the standard Service Report would allow Field Service Technicians to capture details and customer approval on completed work and send them to the customer electronically by generating and emailing service reports from the Field Service Mobile App or the web browser[73]. Creating a Process Builder to generate a report would not allow Field Service Technicians to capture details and customer approval on completed work. Process Builder is a tool that allows users to automate workflows based on specified criteria and actions[74]. Creating a custom report would not allow Field Service Technicians to capture details and customer approval on completed work. Custom reports are reports that allow users to view data based on specific criteria such as objects, fields, filters, or charts[75].

Using the standard Work Order email template would not allow Field Service Technicians to capture details and customer approval on completed work. Email templates are templates that allow users to send predefined emails with merge fields[76]. References:

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

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

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

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

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

NEW QUESTION # 164

one of the universal container customers allow maintenance only between 12:00 noon to 1:00 pm On which object should a consultant set operating Hours to meet this requirement?

- A. Service territory number
- B. Service territories
- C. Service appointment
- D. Account

Answer: D

NEW QUESTION # 165

Universal Containers (UC) wants to deploy knowledge to its field team.

How should UC ensure its technicians can access knowledge articles offline?

- A. Write a workflow that associates articles to work orders based on a picklist on the work order.
- B. Use the Salesforce Mobile App with deep linking to the field service lightning Mobile App.
- C. Create a custom Mobile App that syncs articles based on service appointment assignments.
- D. Use work types to assign associated articles to work order.

Answer: D

Explanation:

Explanation

Work types can be used to assign associated articles to work orders, which can be accessed offline by technicians using the Field Service Mobile App. The Salesforce Mobile App does not have deep linking to the Field Service Mobile App. Creating a custom Mobile App that syncs articles based on service appointment assignments is not necessary and would require additional development and maintenance. Writing a workflow that associates articles to work orders based on a picklist on the work order is

not recommended and would not ensure offline access. References: https://help.salesforce.com/s/articleView?id=sf.fs_work_types.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.fs_mobile_app_overview.htm&type=5

NEW QUESTION # 166

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