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Salesforce Field-Service-Consultant: Salesforce Certified Field Service Consultant Exam is an essential certification for professionals who want to demonstrate their expertise in Salesforce Field Service Lightning. It is a rigorous exam that requires candidates to have a solid understanding of field service automation, scheduling and dispatching, workforce management, and mobile workforce management. Becoming certified in this area can provide numerous benefits, including increased job opportunities, higher salaries, and access to a community of like-minded professionals.

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Salesforce Certified Field Service Consultant Sample Questions (Q132-Q137):

NEW QUESTION # 132

Dispatchers at Universal Containers want to ensure resources assigned to a Work Order have the appropriate level of expertise. What should a Consultant implement to accomplish this requirement?

- A. Set up Service Locations, Set up Location Skills, Define Work Types
- B. Define Work Types, Define Work Order Status, Set up Resource Skills
- **C. Define Skills, Set up Skill Requirements, Set up Resource Skills**
- D. Set up Skill Requirements, Define Work Types, Set up Routing Rules

Answer: C

Explanation:

Explanation

Skills are used to define the level of expertise that a resource has for a specific type of work. Skill requirements are used to define the level of expertise that a service appointment needs. Resource skills are used to assign skills to resources. By setting up these components, the system can match service appointments with resources based on their skills.

References: https://trailhead.salesforce.com/en/content/learn/modules/field_service_basics/field_service_skills

NEW QUESTION # 133

Universal Containers wants to encourage their Technicians to identify sales opportunities in the field. Which option should a Consultant recommend?

- **A. Create a Quick Action to create the Opportunity.**
- B. Create a custom field on the Work Order.
- C. Call the Sales Team with the Opportunity.
- D. Log a follow-up task on the Work Order.

Answer: A

NEW QUESTION # 134

Universal Containers performs maintenance and repairs on Assets in the field and wants to increase first-time fix rates. What should a Consultant include when creating a Work Order?

- A. Estimated Duration and Service Level Agreement
- B. Skill Requirements and Products Consumed
- **C. Products Required and Skill Requirements**
- D. Products Required and Estimated Duration

Answer: C

Explanation:

Products required and skill requirements are two fields that should be included when creating a work order to increase first-time fix rates. Products required are used to specify the products that are needed for the work order, and skill requirements are used to specify the level of expertise that is needed for the work order. By including these fields, the system can ensure that the technician has the right parts and skills to complete the work order.

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

NEW QUESTION # 135

Northern Trail Outfitters wants to automate a weekly SMS message to be sent to anyone who has a birthday that week. They have created the Outbound Message in MobileConnect and have a Filtered List created for every contact who provided birth date information.

Which activities would Marketing Cloud use to automate this campaign?

- A. Import Mobile Contacts and Send SMS
- **B. Refresh Mobile Filtered List and Send SMS**
- C. Refresh Mobile Filtered List and Outbound Send
- D. Import Mobile Contacts and Outbound Send

Answer: B

NEW QUESTION # 136

Universal Containers performs service on field assets that require a sequence of work tasks. A Consultant has recommended Work Order Line Items to manage the tasks and assets/parts necessary to manage the work.

Which two of the following must be considered as part of this solution to ensure Work Orders are properly completed? Choose 2 answers

- **A. Use of a parent-child Work Order Line Item to create a Work Order Line Item hierarchy.**
- **B. Use of Work Order Line Items to link to a specific Asset within the Asset Hierarchy that represents the BoM.**
- C. Use of Standard Reports to view Parent and Root Work Order Lines Items within Work Orders by Customer.
- D. Use of Work Order Line Items that automatically inherit the hierarchy of Assets attached to Work Order.

Answer: A,B

Explanation:

Explanation

Work Order Line Items can be used to link to specific Assets within an Asset Hierarchy that represents a Bill of Materials (BoM).

Work Order Line Items can also be used to create a hierarchy of tasks that need to be performed in a sequence. Standard Reports do not show Parent and Root Work Order Line Items within Work Orders by Customer. Work Order Line Items do not automatically inherit the hierarchy of Assets attached to Work Order. References: https://help.salesforce.com/s/articleView?id=sf.fs_asset_hierarchy.htm&type=5

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

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

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NEW QUESTION # 137

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