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Salesforce Certified Field Service Consultant certification is a highly sought-after certification that can help individuals advance their careers in the field of Salesforce. Salesforce Certified Field Service Consultant certification is recognized globally and demonstrates the candidate's expertise in Salesforce Field Service. It is an excellent opportunity for professionals who want to showcase their skills and knowledge in this area and differentiate themselves in a highly competitive job market.

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Salesforce Field-Service-Consultant Certification Exam is an essential certification for professionals who work with field service management solutions in the Salesforce platform. Salesforce Certified Field Service Consultant certification validates the skills and expertise of professionals in this field and demonstrates their ability to design, configure, and implement field service solutions for their organizations. Candidates who successfully Pass Field-Service-Consultant Exam will be recognized as certified professionals in the field of field service management, which can enhance their career prospects and open up new opportunities for growth and advancement.

Salesforce Certified Field Service Consultant Sample Questions (Q98-Q103):

NEW QUESTION # 98

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

Answer: A,D

Explanation:

Explanation

Pinned statuses prevent service appointments from being rescheduled or unscheduled by scheduling and optimization services³.

Status transitions define the valid status changes for service appointments based on business rules. References: 3

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

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

NEW QUESTION # 99

Universal Containers wants to make it easier for Managers to monitor Preventative Maintenance work orders using the Dispatcher Console.

Which two filtering options should managers use to find the appropriate work orders?

Choose ? answers

- A. The Dispatcher Console Map and filter the list to show onlydesired service appointments
- B. The Dispatcher Console Appointment list and filter the list to show only desired service appointments
- C. The Dispatcher Work Order Polygon and filter the list to show only desired service appointments
- D. The Preventative Maintenance Gantt and filter the list to show only desired work orders

Answer: B,D

Explanation:

The Preventative Maintenance Gantt is a view within the Dispatcher Console that shows the scheduled service appointments for preventive maintenance work orders^[217]. The Dispatcher Console Appointment list is a view within the Dispatcher Console that shows the listof service appointments with various details such as status, priority, or assigned resource^[218]. Filtering is a feature that allows narrowing down the list of records based on specific criteria such as date, status, or territory^[219]. Using the Preventative Maintenance Gantt and filter the list to show only desired work orders and using the Dispatcher Console Appointment list and filter the list to show only desired service appointments would allow Universal Containers' Managers to monitor Preventative Maintenance work orders using the Dispatcher Console by showing them the preventive maintenance service appointments on a Gantt chart or a list view and allowing them to apply filters to see only the relevant records^[220]. Using the Dispatcher Console Map and filter the list to show only desired service appointments would not allow Universal Containers' Managers to monitor Preventative Maintenance work orders using the Dispatcher Console. The Dispatcher Console Map is a view within the Dispatcher Console thatshows the locations of service appointments and resources on a map^[221]. Using the Dispatcher Work Order Polygon and filter the list to show only desired service appointments would not work because there is no such feature as Dispatcher Work Order Polygon.

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

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

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

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

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

NEW QUESTION # 100

Universal Containers plans to implement Crew Management to better support its clients. Which area does the Consultant need to consider as part of the recommendation?

- A. Capacity-based scheduling is supported for Service Crews.
- B. The Preferred Resource service objective is ignored for active Crew Members.
- C. Salesforce Field Service considers the Recommended Crew Size when assigning appointments.
- D. A service resource can only be a member of a single Crew.

Answer: A

Explanation:

Explanation

Capacity-based scheduling is a feature that allows the system to schedule service appointments based on the capacity of the resources. This feature is supported for service crews, which are groups of resources that work together on service appointments. References: https://help.salesforce.com/s/articleView?id=sf.fsl_capacity_based_scheduling.htm&type=5

NEW QUESTION # 101

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

Answer: B

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 # 102

A customer wants to configure appointment reminders for patients in their clinic. The reminder should be sent one day before the appointment date at 10 a.m. and the appointment record should be updated in the CRM to indicate the patient was sent a reminder email.

What solution could be recommended'

- A. Create a Journey with CRM date based entry source, and use Journey Builder activities to send a reminder and update the record in CRM.
- B. **Create a daily scheduled automation to refresh the audience, and use Data Extension entry source for a journey with activities to send a reminder and update the record In CRM.**
- C. Create a daily scheduled automation to refresh the audience, and use Automation Studio activities to send a reminder with AMPscript in the message to update the record in Synchronized Data Extension.
- D. Create a journey with CRM data entry source triggered on the reminder date and use Journey Builder activities to send a reminder and update the record in Synchronized Data Extension.

Answer: B

NEW QUESTION # 103

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