

# Field-Service-Consultant Frenquent Update | Practice Field-Service-Consultant Exam Online



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Preparing for the Salesforce Field-Service-Consultant Certification Exam requires a deep understanding of the field service industry, as well as the Salesforce platform. Salesforce offers various training resources, including online courses, instructor-led training, and study guides, to help individuals prepare for the exam. Additionally, individuals can join study groups and attend certification boot camps to get hands-on experience and learn from industry experts.

To prepare for the Salesforce Field-Service-Consultant certification exam, candidates can take advantage of various resources, including online courses, study guides, and practice exams. Salesforce provides official study materials that can help candidates prepare for the exam. Candidates can also join study groups or attend training sessions to gain more knowledge and insights from experts in the field.

To become a Salesforce Certified Field Service Consultant, candidates must demonstrate their expertise in areas such as managing service appointments, optimizing field operations, and leveraging mobile technology to improve service delivery. They are also required to have a deep understanding of Salesforce's Service Cloud platform, as well as the various features and capabilities of Field Service Lightning.

>> **Field-Service-Consultant Frenquent Update <<**

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## Salesforce Certified Field Service Consultant Sample Questions (Q20-Q25):

### NEW QUESTION # 20

Ursa Major Solar (UMS) has implemented Field Service using a private record access model. UMS has also set work types to automatically generate Service Appointments.

Which two sharing options are available for these Service Appointments?

Choose 2 answers

- A. Make the dispatcher the assigned resource on the Service Appointments.
- B. The Service Appointment's parent record can be shared with the assigned resource.
- C. A Service Appointment can be shared by clicking Sharing on the record.
- D. Auto-generated scheduled Service Appointments will be shared with resources.

**Answer: C,D**

Explanation:

A Service Appointment can be shared by clicking Sharing on the record if manual sharing is enabled in Field Service settings[51]. Auto-generated scheduled Service Appointments will be shared with resources if automatic sharing is enabled in Field Service settings[52]. The Service Appointment's parent record can be shared with the assigned resource, but this would not affect the sharing of the Service Appointment itself.

Making the dispatcher the assigned resource on the Service Appointments would not make sense if they are not performing field service tasks. References: [https://help.salesforce.com/s/articleView?id=sf.fs\\_sharing\\_manual.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_sharing_manual.htm&type=5)

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### NEW QUESTION # 21

universal container is implementing work order management to better the support its clients Choose 2 answers

- A. Create the work skills using the guided setup wizard. Assign the skill to service to service resources using guided setup
- B. Create work skills using the fsl lightning Managed package wizard. Assign the skills to service resources. And the skill to work type and work order
- C. Create the work skill using setup. Manually assign the skills to service resources
- D. Create the work skills using the FSL lightning web component. Assign the skill to service resources add the skill to work type

**Answer: A,C**

### NEW QUESTION # 22

Universal Containers is implementing Work Order Management to better support its clients.

Which two approaches should the Consultant consider to create workskills for the Service Resources?

Choose TWO answers

- A. Create the work skills using Setup. Manually as Resources.
- B. Create the work skills using the FSL Lightning Managed Package wizard. Assign the skills to Service Resources. Add the skill to Work Types and Work Orders.
- C. Create the work skills using the FSL Lightning Web Component. Assign the skills to Service Resources. Add the skill to Work Types and Work Orders.
- D. Create the work skills using the Guided Setup wizard. Assign the skills to Service Resources using Guided Setup.

**Answer: A,D**

### NEW QUESTION # 23

Universal Containers wants to implement Service Level Agreements (SLA) for Work Orders.

Which three considerations should the Consultant take into account?

Choose 3 answers

- A. Milestones for Work Orders can be set up from the metadata API.
- B. Milestones for Work Orders can be configured in Setup.
- C. An Entitlement Process must be applied to both Cases and Work Orders.
- D. A single Milestone can be added to both Case and Work Order Entitlement Processes.
- E. A new Entitlement Process requires selecting a single Entitlement Process Type.

**Answer: B,D,E**

### NEW QUESTION # 24

Universal container UC has 140 service resources who handle 2400 service appointment per day How should UC define the service territories to ensure the high quality of optimization and dispatcher experience?

- A. The service territories with fewer than 50 resource
- B. Two service territories that split the service resource evenly
- C. Five service territories with fewer than 500 service appointment per day
- D. One service territory with four polygons

**Answer: A**

### NEW QUESTION # 25

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