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Latest Version: 15.1

Question: 1

Universal Containers wants to track how much time each Technician is actively working each day. Which two data elements should be captured in order to calculate percentage of time spent actively working.

- A. Technician hours at client location.
- B. Technician work orders completed
- C. Technician hours traveling
- D. Technician hours per day.

Answer: A, D

Question: 2

Universal Containers (UC) wants to better understand their service business and Field Service Technician terms' schedules. A Consultant suggested UC start to forecast and plan. Which two abilities does forecasting and planning provide?

- A. Proactively adjust Service Contracts.
- B. More accurately assign Work Orders based on skills.
- C. Proactively adjust to address demand fluctuations.
- D. More consistently meet customer response times.

Answer: B, C

Question: 3

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

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Salesforce Field-Service-Consultant certification is designed for professionals who want to demonstrate their expertise in the implementation and management of Salesforce Field Service solutions. Salesforce Certified Field Service Consultant certification is ideal for those who have experience in the field service industry and are familiar with the Salesforce platform. The Salesforce Field-Service-Consultant Certification Exam is a challenging test that requires extensive knowledge of Salesforce Field Service solutions.

Salesforce Certified Field Service Consultant Sample Questions (Q53-Q58):

NEW QUESTION # 53

a dispatcher notice that the crew assigned to a service appointment is missing a skill requirement for the appointment. How can the dispatcher update the service crew to meet those requirements?

- A. Use the crew management tool to add service resources to the crew.
- B. Edit the service appointment and add a new service resource.
- C. Create a new service appointment with a different crew.
- D. Update the service crew on the service appointment's work type.

Answer: A

NEW QUESTION # 54

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 custom report.
- B. Use the standard Work Order email template.
- C. Create a Process Builder to generate a report.
- D. Use the standard Service Report

Answer: D

Explanation:

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:

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NEW QUESTION # 55

The Org-Wide Default sharing for a Service Appointment is set to Private.

If the Service Appointment is cancelled, which users will have visibility to the record?

- A. Owner of Service Appointment and members of Service Territory
- **B. Owner of Service Appointment and members of User Territory**
- C. Assigned Resources, Owner of Service Appointment and members of User Territory
- D. Assigned Resources, Owner of Service Appointment and members of Service Territory

Answer: B

NEW QUESTION # 56

Geolocation tracking is enabled for Universal Containers's Technicians but should only apply to full-time employees. How can geolocation tracking for contractors be disabled?

- A. Uncheck the Geocoding field on the Contractor's profile.
- B. Uncheck the Collect Service Resource Geolocation History field in Field Service Mobile Settings.
- **C. Add the ExcludeTechnician from Geolocation Tracking permission to a permission set and assign it to contractors.**
- D. Set the Geolocation Update Frequency field to zero for contractors.

Answer: C

Explanation:

The Exclude Technician from Geolocation Tracking permission allows disabling geolocation tracking for specific service resources by assigning them a permission set with this permission. Setting the Geolocation Update Frequency field to zero for contractors would not disable geolocation tracking, but would make it update less frequently. Unchecking the Geocoding field on the Contractor's profile or the Collect Service Resource Geolocation History field in Field Service Mobile Settings would not affect geolocation tracking, as these are not related settings. References: https://help.salesforce.com/s/articleView?id=sf_fs_geolocation_tracking_permissions.htm&type=5

NEW QUESTION # 57

Northern Trail Outfitters (NTO) wants to improve customer satisfaction by setting expectations around upcoming appointments. When designing the Customer Service Representative's user interface, in most cases, which two fields should be shared with the customer about an upcoming appointment?
Choose 2 answers

- **A. Arrival Window Start**
- B. Scheduled End
- C. Scheduled Start
- **D. Arrival Window End**

Answer: A,D

Explanation:

Arrival Window Start and Arrival Window End are fields on the Service Appointment that indicate when a technician is expected to arrive at a customer site based on travel time and service duration calculations. These fields can be shared with customers to set expectations around upcoming appointments. Scheduled End and Scheduled Start are fields on the Service Appointment that indicate when a technician is scheduled to start and end their service based on their availability and assigned time slots. These fields are not accurate indicators of when a technician will arrive at a customer site, as they do not account for travel time and service duration variations. References: https://help.salesforce.com/s/articleView?id=sf_fs_service_appointments.htm&type=5

NEW QUESTION # 58

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