

Valid Salesforce Field-Service-Consultant Exam Syllabus & High Field-Service-Consultant Passing Score

Name of the exam	Salesforce service cloud consultant
No. of questions	60
Time allotted	105 minutes
Passing score	67%
Registration fee	\$200
Delivery options	Proctored exam delivered onsite at a testing center or in an online proctored environment
Question Format	multiple-choice/multiple-select questions and up to 5 non-scored questions

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High Field-Service-Consultant Passing Score, New Field-Service-Consultant Test Review

We at PrepPDF give you the techniques and resources to make sure you get the most out of your exam study. We provide preparation material for the Salesforce Certified Field Service Consultant exam that will guide you when you sit to study for it. Field-Service-Consultant updated questions give you enough confidence to sit for the Salesforce exam. If you take enough practice tests on Field-Service-Consultant Practice Exam software by PrepPDF, you'll be more comfortable when you walk in on Salesforce exam day. So, go with Field-Service-Consultant exam questions that are prepared under the supervision of industry experts to expand your knowledge base and successfully pass the certification exam on the first attempt.

Salesforce Certified Field Service Consultant Sample Questions (Q103-Q108):

NEW QUESTION # 103

Universal Containers' (UC) Technicians are required to record actual work duration against baseline estimates at the Work Order Line Item Level for certain tasks. How can this be supported using standard fields and features?

- A. Create Work Types for all tasks requiring an estimated versus baseline value. Train Service Technicians to select the appropriate Work Type, and then update the "Duration" field on the Work Order.
- B. Create Knowledge Articles with the baseline durations for each Product. Train Service Technicians to associate the appropriate Knowledge Article, and then update the "Duration" field on the Work Order Line Item.
- C. Train Dispatchers to update the "Duration" field when Work Orders are created. Train Service Technicians to select the

appropriate Work Type, and then update the "Duration" field on the Work Order Line Item.

- D. Create Work Types for all tasks requiring an estimated versus baseline value. Train Service Technicians to select the appropriate Work Type, and then update the "Duration" field on the Work Order Line Item.

Answer: A

NEW QUESTION # 104

Which configuration can Universal Containers use to brand the Salesforce Field Service mobileapp?

- A. Company colors
- B. Company style sheets
- **C. Company logo**
- D. Company address

Answer: C

Explanation:

This configuration can be used to brand the Salesforce Field Service mobile app by uploading a custom logo image that appears on the app's login screen and navigation bar. References https://help.salesforce.com/s/articleView?id=sf.fs_mobile_branding.htm&type=5

NEW QUESTION # 105

Northern Trail Outfitters (NTO) wants to implement an abandon cart Journey. The data for the journey exists in three separate data extensions (DE).

- * The first DE is populated by web analytics data, and does not contain a Subscriber Key or Email Address value.
- * A Customer Reference DE is updated daily and holds subscriber information.
- * The third DE is populated by a file sent to the SFTP after five days if the customer has not purchased the abandoned items.
- * The third DE will be used in the Journey for a decision split, and it does not contain a Subscriber Key or Email Address.
- * If the web analytics file is empty, NTO does not want the automation to finish running.

Which order of activities should be used to fulfill this requirement?

- **A. A File Drop Automation > Import File Activity > Verification Activity > Query Activity for file one > Query Activity for file two > Data Extension Entry**
- B. Scheduled Automation > Import File Activity > Data Extension Entry > Query Activity for file one > Query Activity for file two
- C. File Drop Automation > Verification Activity > Query Activity for file one > Data Extension Entry > Query Activity for file two
- D. Scheduled Automation > Import File Activity > Verification Activity > Data Extension Entry > Query Activity for file one > Query Activity for file two

Answer: A

NEW QUESTION # 106

Universal Containers wants to give Field Technicians the ability to create follow-up appointments if they are unable to complete w Work Order due to missing inventory. What should a Consultant implement to meet this requirement?

- A. Implement a Macro to generate Service Appointments on the existing Work Order.
- B. Implement a Quick Action to create a new Work Order Line Item on the existing Work Order.
- **C. Implement a Quick Action to create a new Service Appointment on the existing Work Order.**
- D. Implement a Custom Button to Create a Service Appointment on the existing Work Order.

Answer: C

NEW QUESTION # 107

Universal Containers needs to send Technicians into the field to service containers. It takes two Technicians with specialized skills to complete the work at the same time.

How should a Consultant implement this requirement?

- A. Create a work rule with two required skills.
- B. Create two Service Crews.
- C. Create a single Service Appointment.
- D. **Create a crew with two Technicians**

Answer: D

NEW QUESTION # 108

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