

Field-Service-Consultant Free Sample Questions & Valid Test Field-Service-Consultant Tips



[May-2023] 200-301 Free Sample Questions to Practice One Year Update [Q488-Q505]

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Salesforce Field Service Consultant certification is an essential qualification for professionals who want to specialize in field service management using Salesforce. Salesforce Certified Field Service Consultant certification exam is challenging but rewarding, and passing it will demonstrate your expertise in configuring and implementing Salesforce's field service features. With this certification, you will be well-positioned to advance your career in field service management and take advantage of new opportunities in this growing field.

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

NEW QUESTION # 132

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

Answer: B,C

NEW QUESTION # 133

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?

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

Answer: C,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 list of 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 that shows 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 # 134

Universal containers products need to be traceable from the factory to customer sites. The products are installed using disposable kits.

How should the consultant configure this?

- A. Create the products and the installation kits as serialized inventory.
- **B. Create the products as serialized inventory and the installation kits as unsterilized inventory.**
- C. Create the products and the installation kits as a single serialized product.
- D. Create the products and the installation kits as unsterilized inventory.

Answer: B

Explanation:

Explanation

Serialized inventory allows tracking individual product items by serial number, which is useful for traceability from factory to customer sites. Unsterilized inventory allows tracking product quantities without serial numbers, which is suitable for disposable kits

that are not reused or returned. Creating both products and kits as serialized or unsterilized inventory would not meet the requirement of traceability for products and disposability for kits. References:

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

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

NEW QUESTION # 135

Universal Containers want technicians to view work progress through the work order line-item card in the field service lightning mobile app.

Which configuration steps should a consultant take to meet this requirement?

- **A. add the work order line items related list of the work order page layout and assign the layout to the technician 's profile.**
- B. create a custom visual force page and add an external link in the field service lightning mobile app to view the page in the mobile browser.
- C. create a report chart that summarizes work order line items and add a link to the service appointment layout.
- D. create a custom lightning component that displays work order progress and deploy it to technicians through the field lightning mobile app.

Answer: A

NEW QUESTION # 136

Universal Containers performs multi-staged jobs, where the second job can only begin after completion of the first job. How should a Consultant recommend implementing this process?

- A. Create two Service Appointments and schedule them to the same Resource.
- **B. Create two Service Appointments, set the Related Service Appointment and Time Dependency.**
- C. Create one Service Appointment with the total duration of the two jobs and assign two Resources.
- D. Create one Service Appointment and schedule it to two different Resources.

Answer: B

Explanation:

Explanation

To perform multi-staged jobs, where the second job can only begin after completion of the first job, two service appointments can be created and linked by setting the Related Service Appointment field on the second service appointment to point to the first one, and setting the Time Dependency field to After Previous.

Creating one service appointment with the total duration of the two jobs and assigning two resources would not ensure that the second job starts after the first one. Creating two service appointments and scheduling them to the same resource or creating one service appointment and scheduling it to two different resources would not create a dependency between the jobs. References:

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

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

NEW QUESTION # 137

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