

Professional Field-Service-Consultant Dumps Cost & The Best Guide to help you pass Field-Service-Consultant: Salesforce Certified Field Service Consultant



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Salesforce Field-Service-Consultant certification is suitable for professionals who work in the field service industry, including service managers, field service administrators, and technicians. Salesforce Certified Field Service Consultant certification demonstrates the individual's ability to provide efficient and effective field service operations that can lead to improved customer satisfaction, increased productivity, and reduced operational costs. Salesforce Certified Field Service Consultant certification exam is a comprehensive test that assesses an individual's knowledge and practical skills in implementing and configuring Salesforce Field Service. Achieving this certification can help professionals advance their careers and stand out in a competitive job market.

Salesforce Field-Service-Consultant certification exam is designed to test the candidate's ability to configure, implement, and manage Salesforce Field Service solutions. It covers various topics such as service territories, scheduling policies, service resources, and work orders. Field-Service-Consultant Exam also tests the candidate's knowledge of the Salesforce Field Service mobile app, which is an essential tool for managing field operations. Overall, the Salesforce Field-Service-Consultant certification exam is an excellent opportunity for professionals who want to demonstrate their expertise in this area and enhance their career opportunities.

Salesforce Field-Service-Consultant Certification Exam is designed for professionals who want to validate their knowledge and skills in the field service industry. Salesforce Certified Field Service Consultant certification exam is intended for consultants, solution architects, and anyone who works with the Salesforce Field Service platform. It is an excellent way to demonstrate your expertise in managing field service operations, optimizing customer service experiences, and enhancing productivity.

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Salesforce Certified Field Service Consultant Sample Questions (Q50-Q55):

NEW QUESTION # 50

Universal Containers is evaluating a strategy for reducing the cost of service using automated scheduling. Which two approaches will contribute to this goal? Choose 2 answers

- A. Reduced Travel Time per Work Order.
- B. Reduced Work Orders per Shift.
- C. Reduced Absences per Employee.
- D. Reduced Overtime per Work Order.

Answer: A,D

NEW QUESTION # 51

universal container provides installation services for each of its products. Each product requires different number of times, and a different sets of installation tasks. How should a consultant configure field service lightning to support this service

- A. Use the work type to define the installation services for each product- use work order to track work for each customer - use service appointment to assign the work
- B. Use work order to define the installation services for each product use work type to each work - use work type to track work for each customer - use service appointment
- C. Use service appointment to define the installation services for each product - use work order to track order for each customer use task to assign the work
- D. Use cases to define the installation services for each product - use service appointment to track the work for each customer- use work order to assign the work

Answer: A

Explanation:
to assign the work

NEW QUESTION # 52

Universal Containers wants to reduce its mean-time-to-service.

Which three Field Service processes should a Consultant recommend to accomplish this goal? Choose 3 answers

- A. Knowledge Base
- B. Scheduling
- C. Customer Entitlements
- D. Adjust Scheduling Policy
- E. Dispatching

Answer: A,B,E

Explanation:
Explanation

Scheduling, dispatching, and knowledge base are three field service processes that can help reduce the mean-time-to-service. Scheduling is the process of assigning service appointments to resources based on their availability, skills, and location. Dispatching is the process of sending service appointments to resources and tracking their status and location. Knowledge base is a repository of articles that provide information and solutions for common issues and questions.

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

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

NEW QUESTION # 53

Universal container provides multiple service types (i.e installation, maintenance, Break/fix). Each service requires a variety of skills and certification for resources to excel. Which two configurations should a consultant implement to meet the requirements?

- A. Assign the appropriate skill to resource
- B. Use work type with required skills
- C. Create a multiple work order line per service
- D. Select the relevant work type for each resource

Answer: A,B

NEW QUESTION # 54

Universal Containers wants to dispatch emergency work identified throughout the day that needs to be completed before lower-priority work.

What should the Consultant recommend to meet this requirement?

- A. Define a Global Optimization job to run hourly.
- B. **Apply the Reshuffle action within the Gantt.**
- C. Write a batch Apex class to unschedule low priority work orders.
- D. Create a custom Gantt action to call an Apex class to reschedule appointments.

Answer: B

Explanation:

Explanation

Reshuffle is an action within the Gantt that allows rescheduling multiple service appointments at once based on predefined criteria such as emergency priority, travel time, or skills[209]. Reshuffle would allow Universal Containers to dispatch emergency work identified throughout the day that needs to be completed before lower-priority work by running a reshuffle action that prioritizes emergency work and assigns it to the best available resources[210]. Defining a Global Optimization job to run hourly would not allow Universal Containers to dispatch emergency work identified throughout the day that needs to be completed before lower-priority work. Global Optimization is a feature that allows rescheduling multiple service appointments at once based on predefined criteria such as emergency priority, travel time, or skills[211]. Running a Global Optimization job hourly would not be responsive enough for emergency work identified throughout the day.

Creating a custom Gantt action to call an Apex class to reschedule appointments would not be necessary for Universal Containers to dispatch emergency work identified throughout the day that needs to be completed before lower-priority work. Custom Gantt actions are actions within the Gantt that can be customized using Apex code to perform specific tasks such as sending notifications or updating fields[212]. Creating a custom Gantt action would require additional development and maintenance and would not leverage the existing Reshuffle action. Writing a batch Apex class to unschedule low priority work orders would not allow Universal Containers to dispatch emergency work identified throughout the day that needs to be completed before lower-priority work. Batch Apex is a way of processing large volumes of data asynchronously using Apex code[213]. Writing a batch Apex class would require additional development and maintenance and would not leverage the existing Reshuffle action. References:

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

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

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

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

https://developer.salesforce.com/docs/atlas.en-us.apexcode.meta/apexcode/apex_batch_interface.htm

NEW QUESTION # 55

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