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Our exam prep material is famous among Salesforce exam candidates which help to polish the knowledge required to pass the Salesforce Certified Field Service Consultant exam. The certification is organized by Salesforce internationally. Our Salesforce Certified Field Service Consultant (Field-Service-Consultant) exam questions are the most cost-effective as we understand that you need low-cost material but are authentic and updated. Itbraindumps provides its Salesforce Field-Service-Consultant Exam Questions in three forms, one is PDF eBook, the second is practice exam software for Windows-based systems, and the third is an online practice test.

Salesforce Field-Service-Consultant certification exam covers a wide range of topics related to field service management, including scheduling and dispatch, mobile workforce management, asset management, and customer service. Field-Service-Consultant Exam consists of multiple-choice questions and requires candidates to demonstrate their knowledge of Salesforce Field Service solutions.

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Salesforce Field-Service-Consultant practice test software is compatible with windows and the web-based software will work on these operating systems: Android, IOS, Windows, and Linux. Chrome, Opera, Internet Explorer, Microsoft Edge, and Firefox also support the web-based Field-Service-Consultant Practice Test software.

Salesforce Field Service Consultant Certification exam is a multiple-choice exam that covers various topics related to the Salesforce Field Service application, including scheduling and dispatching, work orders, mobile, and analytics. Field-Service-Consultant exam is intended for individuals who have at least six months of experience working with Salesforce Field Service and are familiar with its key features and functionalities.

To prepare for the Salesforce Field-Service-Consultant Certification Exam, candidates can take training courses, study the official exam guide, and practice with sample questions. Salesforce also offers a certification study group where candidates can connect with other professionals studying for the exam and share best practices. With the right preparation, candidates can pass the exam and earn the valuable Salesforce Field-Service-Consultant certification.

Salesforce Certified Field Service Consultant Sample Questions (Q92-Q97):

NEW QUESTION # 92

An agent has to create a Work Order for a complex installation. A Work Order Line Item is created for each required component so it can be tracked and priced separately. However, a few of the components are only on the company's Preferred Price Book while the others are on the U.S. Price Book.

Which solution should a Consultant recommend so the agent can meet this requirement?

- A. Create one Work Order and add Work Order Line Items based on the Price Book selected on the Work Type.
- B. Create one Work Order and override the price on Work Order Line Items for products on the Preferred Price Book.
- C. Create one Work Order for each Price Book and use Work Types to assign the Price Book to each Work Order Line Item.
- **D. Create one Work Order for each Price Book and add Work Order Line Items to the appropriate Work Order based on its Price Book.**

Answer: D

NEW QUESTION # 93

Universal Containers (UC) uses two contractors, Contractor 1 and Contractor 2, to perform repair work.

Contractor 1 has provided services for UC for a longer period of time and is considered to have more repair work expertise than Contractor 2.

How should the Consultant configure the Contractors' experience?

- A. Assign Contractor 1 and 2 different capacities for repair work.
- B. Assign Contractor 2 as an Excluded Resource.
- C. Assign Contractor 1 as a Preferred Resource.
- **D. Assign Contractor 1 and 2 different Skill Levels for repair Work Type.**

Answer: D

Explanation:

Skills are records that define specific abilities or qualifications that service resources have[158]. Skill Levels are fields on the skill object that indicate the proficiency or experience of a service resource in a skill[159].

Assigning Contractor 1 and 2 different Skill Levels for repair Work Type would allow Universal Containers to configure the Contractors' experience by setting up criteria such as skill name equals repair and skill level equals high for Contractor 1 and low for Contractor 2. Assigning Contractor 1 as a Preferred Resource would not configure the Contractors' experience. Preferred Resources are optimization criteria that prioritize assigning service appointments to resources who have previously completed similar work orders or who are preferred by customers[160]. Assigning Contractor 1 and 2 different capacities for repair work would not configure the Contractors' experience. Capacities are fields on the service resource object that indicate the number of hours available for work per day or week[161]. Assigning Contractor 2 as an Excluded Resource would not configure the Contractors' experience. Excluded Resources are optimization criteria that prevent assigning service appointments to resources who are explicitly excluded by customers or dispatchers[162].

References: https://help.salesforce.com/s/articleView?id=sf.fs_skills_overview.htm&type=5 https://developer.salesforce.com/docs/atlas.en-us.api.meta/api/sforce_api_objects_skill_skilllevel.htm https://help.salesforce.com/s/articleView?id=sf.fs_scheduling_policies_optimization_criteria_preferred_resources.htm&type=5

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NEW QUESTION # 94

An extreme weather situation impacts both the volume of work and number of available resources at universal container. Which approach should a consultant recommend to realign available resources with open work?

- A. Global optimization
- B. Resource Schedule optimization
- C. Customer first scheduling
- **D. Emergency scheduling**

Answer: D

NEW QUESTION # 95

Universal Containers wants to ensure that Service Appointments are only assigned to Active Resources.

Which configuration should a Consultant recommend for the Scheduling Policy?

- A. Match Fields
- B. Preferred Resources
- C. Required Resources.
- D. Match Boolean

Answer: D

Explanation:

Match Boolean is an optimization criterion that prioritizes matching service appointments with resources based on boolean fields such as certifications or preferences[139]. Using Match Boolean in the Scheduling Policy would allow Universal Containers to ensure that Service Appointments are only assigned to Active Resources by creating a boolean field on the service resource object such as Active Resource and setting it to true or false depending on their status. Match Fields is an optimization criterion that prioritizes matching service appointments with resources based on fields such as skills or territories[140]. Preferred Resources is an optimization criterion that prioritizes assigning service appointments to resources who have previously completed similar work orders or who are preferred by customers[141]. Required Resources is an optimization criterion that prioritizes assigning service appointments to resources who are explicitly required by customers or dispatchers[142]. References:

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

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

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

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

NEW QUESTION # 96

Universal Containers currently tracks its customers' entitlements to support utilizing Salesforce Service Cloud.

Service calls that require a Technician to go to the customer's location require the creation of a Work Order.

Once the Agent confirms that the customer and product are eligible for on-site support, a Work Order is manually created.

On which object should the Consultant define a Quick Action to create the Work Order?

- A. Case
- B. Entitlement
- C. Opportunity
- D. Contact

Answer: A

Explanation:

Explanation

A quick action is used to create a record from another record with predefined field values. By defining a quick action to create a work order from a case, the agent can easily create a work order for on-site support after verifying the customer's entitlement and product.

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

NEW QUESTION # 97

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