# Salesforce

## Exam Questions Field-Service-Consultant

Salesforce Certified Field Service Consultant

**NEW QUESTION 1**
Universal Containers has a call center that responds to requests from customers and schedules time for Field Service Engineers (FSEs) to perform work on assets owned by the client. Call Center Agents are responsible for booking appointments.
Which permission set license should be assigned to the Call Center Agents?

A. FSL Resource License
B. FSL Admin License
C. FSL Agent License
D. FSL Dispatcher License

**Answer:** C


**NEW QUESTION 2**
Universal Containers requires trained inspectors to make three site visits per year to inspect containers at customer sites. These visits must be created 14 days before the next suggested inspection date.
What are two ways 3 Consultant can configure Maintenance Plans to meet the requirement? Choose 2 answers

A. Associate a Required Skill called Site Visit to a Maintenance Plan.
B. Associate 2 Work Type called Site Visit to a Maintenance Plan
C. Aute-generate Work Orders with a 14 daya Generation Timeframe.
D. Auto-generate Work Orders with a 14 day Generation Horizon.

**Answer:** BD


**NEW QUESTION 3**
Some Technicians report that they are unable to log in to the Salesforce Field Service mobile app. The Consultant confirmed that the Technicians have the Salesforce Field Service Resource License and Salesforce Field Service Resource Permissions assigned to them.
How should a Consultant provide access to the Salesforce Field Service mobile app?

A. Modify the user's Profile.
B. Update Public Group membership.
C. Assign a Field Service Mobile License to the user.
D. Modify the user record.

**Answer:** C

**Explanation:**
A Field Service Mobile License is required to access the Salesforce Field Service mobile app. Modifying the user's Profile or updating Public Group membership will not help with this requirement as they are not related to accessing the app. Modifying the user record will also not help as it does not provide access to the mobile app.


**NEW QUESTION 4**
A customer wants to return a defective product instead of scheduling a Service Appointment. How should this product be tracked in Salesforce Field Service?

A. Create a Work Order and Work Order Line Item.
B. Create a Return Order and Return Order Line Item.
C. Create a Product Request and Product Request Line Item.
D. Create a Return Order and relate it to the Product.

**Answer:** B


**NEW QUESTION 5**
universal containers want to limit their technicians view of work orders and appointment in the field service lightning mobile app. What should a consultant recommend to control their technicians?

A. mini page layouts
B. page layouts
C. field sets
D. visual force page

**Answer:** B


**NEW QUESTION 6**
Time sheet entries can be associated to which two objects? Choose 2 answer

A. Work order line item
B. assigned resources
C. Service resource
D. Work order

**Answer:** AD


**NEW QUESTION 7**
Universal Containers Technicians frequently need to request more parts from another inventory location when stock runs low.

How can Universal Container Technicians achieve this for each product requested?

A. Create a Shipment and a Product request line item.
B. Create a Product Consumed and a Produc request line item.
C. Create a Product Request and a Product request line item.
D. Create a Work Order Line Item and a Product request line item.

**Answer:** C


**NEW QUESTION 8**
When customers call in for support at AW Computing, a case is always created. If the issue cannot be solved without dispatching a technician, a work order is created from the case. Milestones are currently being used on cases, and support operations would like to extend the use of milestones to the work orders. To meet this requirement, the system administrator added the milestone Lightning component to the work order Lightning record page. Technicians and managers are reporting that there are no milestones listed when viewing the record.
How should this issue be resolved?

A. Make sure the case entitlement record is being shared with the service resource.
B. Add work order milestones after the case milestones to the entitlement process.
C. Ensure the work order entitlement is related to the same process as the case entitlement.
D. Create a separate entitlement process associated to the work order object.

**Answer:** D


**NEW QUESTION 9**
Universal Containers offers 2-hour versus 4-hour appointment booking windows for Gold versus Standard Customers. What should a Consultant recommend to offer appropriate appointment booking windows?

A. Service Due Date
B. Customer Working Hours
C. Customer Entitlement
D. Service Urgency

**Answer:** C


**NEW QUESTION 10**
Universal Containers (UC) has enabled Salesforce Field Service and installed the managed package. UC wants to ensure that Technicians can update their own appointments' status using the Dispatcher console Gantt chart.
Which steps should the Consultant take to meet these requirements?

A. Create Permission Sets and assign the Salesforce Field Service Scheduling and Mobile Permission Sets to the Resource profile.
B. Create Permission Sets and assign the Salesforce Field Service Admin Permission Set to Service Resources.
C. Create Permission Sets and assign the Salesforce Field Service Mobile Permission Set to Service Resources.
D. Create Permission Sets and assign the Salesforce Field Service Resource Permission Set and Scheduling license to each Technician.

**Answer:** A


**NEW QUESTION 10**
Universal Containers's Technicians may be assigned to Jobs with an arrival window to meet the customer appointment time preference. Technicians are also assigned to Jobs without a preferred appointment time.
In which two ways should the Consultant define Operating Hours to meet this requirement? Choose 2 answers

A. The Maintenance Plan for the Account
B. The Due Date of the Service Appointment
C. The Time Slots for Appointment Booking
D. When Service Resources are available for work

**Answer:** BC


**NEW QUESTION 15**
The field service administrator at Ursa Major Solar updates the skills required on the most common work types to adapt to the increasing complexity of jobs. This change has led to many service appointments to be in violation. There is a global optimization job set up to run nightly that has been working correctly up until this point. The administrator needs to understand why the jobs are still scheduled to resources that lack the appropriate skill level.
What are two reasons appointments remain in violation and are not reassigned? Choose 2 answers

A. Global optimization doesn't reschedule appointments that have rule violations.
B. The optimizer uses a scheduling policy different from what is used on the dispatch console.
C. The territory of the resources was not included in the global optimization request.
D. There are no service resources available with the required skill levels.

**Answer:** BC


**NEW QUESTION 19**
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. Scheduled End
B. Arrival Window Start
C. Scheduled Start
D. Arrival Window End

**Answer:** BD

**NEW QUESTION 24**
Universal Containers has discovered that many of its Technicians' initial visits require a return visit to complete the work.
Which two approaches should a Consultant recommend to accurately track these visits? Choose ? answers

A. Create a new Work Order and Service Appointment.
B. Reschedule the Work Order for the new date.
C. Reschedule the Service Appointment for the new date.
D. Create a new Service Appointment on the original Work Orde

**Answer:** CD

**NEW QUESTION 28**
Universal Containers wants to identify which resources need more or fewer appointments. Which Gantt chart filter option should a Consultant recommend to provide this information?

A. Select Date Resolution on the Hours Tab.
B. Select Travel Time and Breaks as skills on the Skills Tab.
C. Select Hours, Absences and Overtime on the Utilization Tab.
D. Select Sort by Average Utilization on the Resources Tab.

**Answer:** D

**NEW QUESTION 29**
Universal Containers wants to offer customers a Maintenance Plan that provides 12 monthly checkups. The customer will call to schedule each visit.
How should a Consultant configure the Maintenance Plan to meet this requirement?

A. Set Frequency to 1 Month; Generation Timeframe of 1; check Auto-generate work orders.
B. Set Frequency to 1 Month; Generation Timeframe of 12; uncheck Auto-generate work orders.
C. Set Frequency to 1 Month; Generation Timeframe of 12; check Auto-generate work orders.
D. Set Frequency to 1 Month; Generation Timeframe of 1; uncheck Auto-generate work orders.

**Answer:** D

**NEW QUESTION 34**
Service Appointments in a "Cannot Complete" status may indicate that an additional part or expert assistance is needed to complete the work. Universal Containers defined that Service Appointments in a "Cannot Complete" status are unable to be rescheduled or unscheduled for history tracking purposes.
Which two items should the Consultant recommerd to meet the requirement? Choose 2 answers

A. Ensure that Status Transitions are configured to prevent the up3Ste from "Cannot Complete" to
B. Define "Cannot Complete" as a Pinned Status for Scneduling and Optimization Services
C. Define "Cannot Complete" as a Pinned Starus for Auto-Dispatch Services
D. Ensure that Status Transitions are configured to allow the status update from "Cannot Complete" to "Scheduled."

**Answer:** AB

**NEW QUESTION 39**
Universal Containers sells products that are made up of senalized components. Technicians often need to work on a specific component.
How should a Consultant recommend tracking customer purchases so Work Orders can be assigned to a component?

A. Use Work Orders and define a hierarchy.
B. Use Products and Product Families.
C. Use Assets and define a hierarchy.
D. Use Orders and Order Products.

**Answer:** C

**NEW QUESTION 43**
Universal Containers just started its Field Service Implementation and is configuring Service Territories and Locations. The Locations need to be associated to Territories.
In which two ways should the Consultant show this relationship? Choose ? answers

A. Add the Service Territory Location Related List on the Service Territory page layout.
B. Add the Service Territory Location Related List on the Location page layout.
C. Create the Service Territory Location as a Service Territory lookup field.
D. Create the Service Territory Location as a Location lookup field.

**Answer:** AB

**NEW QUESTION 46**

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

**Answer:** D

**Explanation:**
The Exclude Technician from Geolocation Tracking permission allows a user to exclude technicians from geolocation tracking. Setting the Geolocation Update Frequency field to zero for contractors, unchecking the Geocoding field on the Contractor's profile, or unchecking the Collect Service Resource Geolocation History field in Field Service Mobile Settings will not help with this requirement as they are not designed to exclude technicians from geolocation tracking.

**NEW QUESTION 48**
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. wner of Service Appointment and members of User Territory
B. Assigned Resources, Owner of Service Appointment and members of Service Territory
C. Assigned Resources, Qwner of Service Appointment and members of User Territory
D. Owner of Service Appointment and members of Service Territory

**Answer:** A

**NEW QUESTION 50**
A customer makes one appointment for the sales department, and another appointment for the service department. The two appointments should be handled on the same day, but should be created as separate appointments. In addition, the Technician must complete one appointment before starting the next. The agent wants to make sure these two appointments are scheduled together and in sequence.
Which three things should the Consultant verify to ensure these requirements are met and simultaneous scheduling will occur? Choose 3 answers

A. The checkbox Use all-or-none scheduling for related appointments in Field Service Settings is selected.
B. The Dependency Type is set to Start After Finish and Same Day on the first service appointment in the dependency.
C. A dependency has been created between the two appointments and the start times are the same.
D. The Same Resource and Same Day fields appear on the Service Appointments page layout.
E. The Complex Work Visualforce page is added to the Service Appointments page

**Answer:** ABE

**NEW QUESTION 52**
Universal Containers (UC) wants to track the Asset lifecycle when equipment has been swapped out. What should a Consultant recommend to meet this requirement?

A. Add the field history tracking related list to the Asset Page and configure the Product Request object,
B. Add the Related Asset related list to the Asset Page and configure the Product Request object
C. Add the Related Asset related list to the Asset Page and configure the Asset Relationship object.
D. Add the field history tracking related list to the Asset Page and configure the Asset Relationship object.

**Answer:** C

**NEW QUESTION 57**
Universal Containers (UC) provides services to multiple machines installed at customer sites. Each machine has different issues that need to be fixed. UC wants to track progress, different parts used, and time spent on each machine when dispatching a Technician.
How should the Consultant meet these requirements?

A. Each Asset will have a Service Appointment that will represent the work needed for each machine.
B. Work Orders will have multiple Work Order Line Item
C. Each Work Order Line Item will be linked to the Asset and have a Service Appointment.
D. Work Orders will have multiple Service Appointment
E. Each Service Appointment will be linked to the Asset.
F. Each Account will have a Service Appointment that will represent the work to be done at the customer site.

**Answer:** B

**NEW QUESTION 60**
Which fields on Service Appointments help ensure that they are completed within the agreed upon Service Level Agreement (SLA) with Universal Containers' customers?

A. Actual Start, Actual End
B. Arrival Window Start, Arrival Window End
C. Scheduled Start, Scheduled End
D. Earliest Start Permitted, Due Date

**Answer:** D

**NEW QUESTION 64**

Technicians at Universal Containers use the Salesforce Field Service mobile app at customer sites. After completing work, the Technician updates the Service Appointment status to Complete and saves the record. Dispatchers see the appointment as Dispatched on the console instead of seeing the Complete status update.
Which two troubleshooting steps should a Consultant take to resolve the issue? Choose 2 answers

A. Investigate the Work Order lifecycle.
B. Confirm the Technician's mobile device is online.
C. Verify the Dispatcher ran the Service Appointment data job.
D. Review Service Appointment automation.

**Answer:** BD


**NEW QUESTION 69**
An employee at universal container performs the role of a dispatcher and a technician
How should a consultant configure the field service lightning to support this behavior?

A. Create one service resource and assign the relevant permission set license
B. Create two skills records and assign them to service resources record
C. Create two service resource and assign them to the employee
D. Create one service resource and assign the technician and dispatcher role

**Answer:** A


**NEW QUESTION 74**
Universal Containers operates in a highly regulated industry. Technicians must conduct quarterly inspections for all customers in their region. Each inspection should be completed within a single visit and include all installed assets on site. Which two Maintenance Plan settings should the Consultant recommend? Choose 2 answers

A. Service Appointment Generation Method = One Service Appointment per Work Order
B. Work Order Generation Method = One Work Order per Asset
C. Work Order Generation Method = One Work Order Line Item per Asset
D. Service Appointment Generation Method = One Service Appointment per Work Order Line Item

**Answer:** AC


**NEW QUESTION 78**
universal containers wants to provide a view of emergency work that is only visible to dispatchers
What should the consultant do to meet the requirement?

A. Custom gantt filter
B. Custom lightning component
C. Custom report in a private report folder
D. Custom list view

**Answer:** A


**NEW QUESTION 79**
Universal Containers wants service managers to quickly Identify location and status changes in the lifecycle of a specific component in a customer's install base.
What should a Consultant utilize to track the lifecycle?

A. A Work Order related list on Assets
B. Custom fields for change tracking on Assets
C. Field History Tracking on Assets
D. A Product related list on Assets

**Answer:** D


**NEW QUESTION 84**
Universal Containers wants to prevent the lunch break from interfering with existing scheduled work.
How should a Consultant configure the Scheduling Policy to ensure a 30-minute lunch break that begins every day after 1 PM?

A. Create a recurring Service Appointment.
B. Use the Resource Availability Rule.
C. Use appropriate Resource Operating Hours.
D. Create Resource Absences every day.

**Answer:** D


**NEW QUESTION 89**
Northern Trail Outfitters is implementing drip feed dispatching. When testing the new functionality, the drip does not dispatch appointments as expected. A consultant is engaged to troubleshoot the issue.
What is preventing the drip feed from triggering?

A. The appointment status is going from Scheduled to Completed.
B. The status on completed appointments can only be Canceled, Completed, or Cannot Complete.
C. The default drip feed setting is overriding the drip feed rate on a service territory.
D. Other scheduled jobs are dispatching appointments and exceeding the drip feed value.

**Answer:** D

**NEW QUESTION 94**
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