



# Salesforce

## Exam Questions Field-Service-Consultant

Salesforce Certified Field Service Consultant

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#### NEW QUESTION 1

Universal Containers's Technicians have 12 mandatory company holidays each calendar year. Technicians need to view all of their absence records at once. Which two applications should a Consultant recommend to meet this requirement? Choose 2 answers

- A. Salesforce browser-based application
- B. Salesforce Field Service mobile application
- C. Custom mobile application
- D. Salesforce mobile application

**Answer:** AB

#### NEW QUESTION 2

How should a Consultant configure Salesforce Field Service to ensure agents and dispatchers can quickly create Work Orders with the appropriate materials?

- A. Create Work Types with Work Order Line Items.
- B. Create Work Types with Products Consumed.
- C. Create Work Types and Locations.
- D. Create Work Types with Products Required.

**Answer:** D

#### NEW QUESTION 3

Which two considerations impact the scheduled timeframe of Multi-day Work? Choose 2 answers

- A. Assigned Resource
- B. Homebase Travel
- C. Resource Skill Level
- D. Break Duration

**Answer:** AD

#### NEW QUESTION 4

Org-Wide Default sharing is set to Private in a Salesforce org.

If the Field Service Lightning User Territory feature is enabled, which three objects will be visible to users who are part of the User Territory? Choose 3 answers

- A. Accounts
- B. Service Resources
- C. Work Orders
- D. Resource Absences
- E. Work Types

**Answer:** ADE

#### NEW QUESTION 5

Universal Containers (UC) normally focuses on minimizing travel. Weather can cause situations that require expedited on-site service.

How should a Consultant recommend UC handle unplanned service during times of severe weather?

- A. Postpone all lower-priority jobs and extend Due Dates.
- B. Configure an Emergency Policy and use the Emergency Wizard.
- C. Manually flag Service Appointments as "In Jeopardy" due to weather.
- D. Configure a new Service Level for immediate assignment.

**Answer:** B

#### NEW QUESTION 6

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 a 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. Auto-generate Work Orders with a 14 day Generation Timeframe.
- D. Auto-generate Work Orders with a 14 day Generation Horizon.

**Answer:** BD

#### NEW QUESTION 7

A Dispatcher notices that the Crew assigned to a Service Appointment is missing a skill for the work assigned. How can the Dispatcher update the Service Crew to meet those requirements?

- A. Create a new Service Appointment with a different Crew.
- B. Edit the Service Appointment and add a new Service Resource.
- C. Update the Service Crew on the Service Appointment's Work Type.
- D. Use the Crew Management tool to add Service Resources to the Crew.

**Answer:** D

#### NEW QUESTION 8

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 9

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 10

Universal Containers (UC) wants to deploy Knowledge to its field team, How should UC ensure its Technicians can access Knowledge Articles offline?

- A. Use Work Types to assign associated Articles to Work Orders.
- B. Write a workflow that associates Articles to Work Orders based on a picklist on the Work Order.
- C. Use the Salesforce mobile app with deep linking to the Salesforce Field Service mobile app.
- D. Create a custom mobile app that syncs articles based on Service Appointment assignments

**Answer:** A

#### NEW QUESTION 10

Universal Containers needs a team to perform periodic maintenance on the most complex products. Which feature should the Consultant configure to meet this requirement?

- A. Required Resource
- B. Preferred Resource
- C. Service Crew
- D. Technicians with Required Skills

**Answer:** C

#### NEW QUESTION 12

Northern Trail Outfitters (NTO) wants to use crews to service its customers. NTO's consultant recommends using the Crew Management tool to create and maintain the crews, and indicates that access to the tool is given via a permission set. Which two permission sets should give a user access to the Crew Management tool? Choose 2 answers

- A. FSL Agent Permissions
- B. FSL Dispatcher Permissions
- C. FSL Admin Permissions
- D. FSL Resource Permissions

**Answer:** BC

#### NEW QUESTION 13

Technicians earn certifications that must be renewed periodically to ensure their skills remain up to date. How can these certifications be managed on the Resource?

- A. Add the Resource Skill and track certification using reminder.
- B. Add the Resource Skill and create Absence once expired.
- C. Add the Resource Skill and remove from the Service Territory once expired.
- D. Add the Resource Skill and set the End Date.

**Answer:** D

#### NEW QUESTION 14

Customer relationships and reliable service are the main focus this year at Ursa Major Solar. Management has asked that once a technician has serviced a customer, they continue to service that customer when possible. What should the consultant recommend to meet this requirement?

- A. Designate a Skill-based resource to the Work Order.
- B. Assign a Preferred status Resource Preference to the Account.
- C. Configure an account preference on the Service Resource record.
- D. Include the Required Resource work type in Scheduling Policies.

**Answer:** D

#### NEW QUESTION 15

Universal Containers typically performs installs, break-fix, and inspections for all clients. The Service Manager wants to create a template for common work requests. What should a Consultant implement to assist the dispatch team?

- A. Work Order Record Types for Break-fix, Install, and Inspection.
- B. Work Type Line Items for Install, Break-fix, and Inspections.
- C. Work Types and Skill Requirements for Install, Break-fix, and Inspections.
- D. Work Order custom fields to define Install, Break-fix, and Inspections.

**Answer:** C

#### NEW QUESTION 18

A service technician at Ursa Major Solar handles yearly maintenance checks. The job usually lasts 2 to 3 hours. Due to the lack of customer availability, many appointments are cancelled or need to be rescheduled at the last minute.

Which two features would be most helpful in aiding the dispatcher with updated schedules for technicians? Choose 2 answers

- A. Reshuffle
- B. Group Nearby
- C. Resource Schedule Optimization
- D. In-day Optimization

**Answer:** AB

#### NEW QUESTION 20

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

**Answer:** A

#### NEW QUESTION 25

Universal Containers wants to ensure that inventory needed for repair jobs is tracked and managed so Technicians have the material for their jobs.

Which two ways should a Consultant recommend tracking these inventory requirements in Salesforce? (Choose two.)

- A. Products Required for Work Orders
- B. Products Required for Service Appointments
- C. Products Required for Work Order Line Items
- D. Products Required for Service Resources

**Answer:** AC

#### NEW QUESTION 26

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 30

Universal Containers has implemented a Flow that allows Technicians to replace faulty or damaged Assets directly from within the Salesforce Field Service mobile app.

Once a replacement has been made, where can the Asset Relationships be viewed?

- A. Only the Primary Assets related list on the Asset object
- B. Only the Primary Assets related list on the Work Order object
- C. Both the Primary Assets and Related Assets related lists on the Work Order object
- D. Both the Primary Assets and Related Assets related lists on the Asset object

**Answer:** D

#### NEW QUESTION 31

Northern Trail Outfitters (NTO) wants to track and report on individual tasks completed, including parts consumed and pricing details, as part of the Work Order completion process. NTO wants to schedule one or multiple tasks to different Technicians as needed.

How should the Consultant meet the requirement utilizing the standard Salesforce Field Service Data Model?

- A. Create Custom Object records, each with its own child Service Appointment.
- B. Create multiple Service Appointments, each with its own child task records.
- C. Create multiple Service Appointments, each with its own child Work Order Line Item.
- D. Create Work Order Line Items, each with its own child Service Appointment.

**Answer: D**

#### NEW QUESTION 34

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 37

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 42

Universal Containers wants to assign Service Appointment based on the Polygon of the child service territory in the hierarchy.

How should a Consultant assign Service Appointments to the Polygon?

- A. Set the Polygon Assignment Policy to the Highest Level.
- B. Set the Territory Assignment Policy to the Highest Level.
- C. Set the Territory Assignment Policy to the Lowest Level.
- D. Set the Polygon Assignment Policy to the Lowest Level.

**Answer: C**

#### NEW QUESTION 47

Universal container needs to verify that a repair job has been completed to the customer satisfaction before an invoice can be generated

Which two items should the consultant consider? Choose 2 answers

- A. Generate service in the organization's default language
- B. Send a feedback survey to the customer when a service appointment is completed
- C. Configure signature blocks for service report templates
- D. Add service reports templates to the appropriate repair work type

**Answer: BC**

#### NEW QUESTION 48

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 recommend 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 Scheduling and Optimization Services
- C. Define "Cannot Complete" as a Pinned Status 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 51

Service technicians at AW Computing use the Field Service mobile application when in the field. The technicians rely on Knowledge articles to assist them with completing assigned work.

How should the solution be configured to ensure technicians can access relevant Knowledge articles?

- A. Create a quick action on the work order to search the Knowledge base.
- B. Attach the relevant articles to the work order or work order line items.



- C. Update the Service Appointment page layout to include the Articles related list.
- D. Add the Knowledge Lightning component to the Field Service mobile app.

**Answer:** B

#### NEW QUESTION 55

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 recommend to meet the requirement? Choose 2 answers

- A. Define “cannot complete” as a pinned status for auto-dispatch services.
- B. Define “cannot complete” as a pinned status for scheduling and optimization services.
- C. Ensure that status transitions are configured to prevent the update from “cannot complete” to “none”.
- D. Ensure that status transition are configured to allow the status update from “cannot complete” to “scheduled”.

**Answer:** BC

#### NEW QUESTION 59

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? Choose 2 answers

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

**Answer:** BC

#### NEW QUESTION 64

Which Work Rule should a Salesforce Field Service Consultant use to assign Service Resources based on related object records?

- A. Resource Availability
- B. Extended Match
- C. Required Resource
- D. Match Field

**Answer:** B

#### NEW QUESTION 68

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. Owner of Service Appointment and members of User Territory
- B. Assigned Resources, Owner of Service Appointment and members of Service Territory
- C. Assigned Resources, Owner of Service Appointment and members of User Territory
- D. Owner of Service Appointment and members of Service Territory

**Answer:** A

#### NEW QUESTION 71

A technician needs to get replacement part for damaged inventory on them for an upcoming job. To which object should the technician add a product request record?

- A. work types
- B. work order
- C. service appointment
- D. service report

**Answer:** B

#### NEW QUESTION 73

Universal Containers's Dispatchers want to visualize the planned travel route for a Technician during their shift. Which feature should the Consultant recommend to meet the requirement?

- A. Service Appointment Reports
- B. Service Resource Dashboard
- C. Street-level Routing
- D. Aerial Routing

**Answer:** B

#### NEW QUESTION 78

Universal Containers wants to standardize creation of Work Orders. Historically, Work Orders have been set up with the incorrect skills and estimated time to completion. What should a Consultant utilize to meet this requirement

- A. Entitlement Templates
- B. Entitlements
- C. Work Types
- D. Work Order Record Types

**Answer:** C

#### NEW QUESTION 80

Universal Containers sells widgets with multiple components. Based on a problem reported by a customer, one or more of the components need to be replaced. What should a Consultant recommend to accurately record the required work?

- A. Work Orders with Service Appointments
- B. Work Orders with Work Order Line Items
- C. Service Appointments and Service Appointment Line Items
- D. Work Orders with Products Consumed

**Answer:** B

#### NEW QUESTION 81

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

**Answer:** A

#### NEW QUESTION 82

A technician reported that the travel time calculated between appointments is often too short because job delays throughout the day. Which setting should a consultant consider to improve travel time accuracy?

- A. Minimum grade, default operating hour
- B. Estimated travel time, minimize travel
- C. Travel speed unit, actual travel time
- D. Street level routing, Default travel speed

**Answer:** D

#### NEW QUESTION 86

Universal Containers performs service on field assets that require a sequence of work tasks. A Consultant has recommended Work Order Line Items to manage the tasks and assets/parts necessary to manage the work. Which two of the following must be considered as part of this solution to ensure Work Orders are properly completed? Choose 2 answers

- A. Use of Standard Reports to view Parent and Root Work Order Lines Items within Work Orders by Customer.
- B. Use of Work Order Line Items that automatically inherit the hierarchy of Assets attached to Work Order.
- C. Use of Work Order Line Items to link to a specific Asset within the Asset Hierarchy that represents the BoM.
- D. Use of a parent-child Work Order Line Item to create a Work Order Line Item hierarchy.

**Answer:** AD

#### NEW QUESTION 89

Which two features on the Dispatcher Console should the Consultant use to visualize Rule Violating Service Appointments? Choose 2 answers

- A. Color Palettes
- B. Gantt
- C. Gantt Map
- D. Appointment List

**Answer:** BD

#### NEW QUESTION 93

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 Product 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:** AB

#### NEW QUESTION 97

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 98

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

**Answer:** C

#### NEW QUESTION 102

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 107

Universal Containers plans to implement Crew Management to better support its clients. Which area does the Consultant need to consider as part of the recommendation?

- A. The Preferred Resource service objective is ignored for active Crew Members.
- B. Capacity-based scheduling is supported for Service Crews.
- C. A service resource can only be 2 member of 2 single Crew
- D. Salesforce Field Service considers the Recommended Crew Size when assigning appointments.

**Answer:** C

#### NEW QUESTION 108

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 111

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

**Answer:** A

#### NEW QUESTION 113

Universal Containers (UC) is rolling out Inventory Management to better manage parts and inventory. UC wants to automatically associate certain parts and products to Work Orders upon creation based on the work to be performed. How should the Consultant meet this requirement?

- A. Add Products to the Products Required Related List on the Asset object.
- B. Add Products to the Work Order Products Related List on the Asset object.
- C. Add Products to the Products Required Related List on the Work Type object.
- D. Add Products to the Work Order Products Related List on the Work Type object.

**Answer:** C

#### NEW QUESTION 115

Universal Containers is implementing Work Order Management to better support its clients.

Which two approaches should the Consultant consider to create work skills for the Service Resources? Choose 2 answers

- A. Create the work skills using the FSL Lightning Web Componen
- B. Assign the skills to Service Resources.Add the skill to Work Types and Work Orders.
- C. Create the work skills using the Guided Setup wizar
- D. Assign the skills to Service Resources using Guided Setup.
- E. Create the work skills using the FSL Lightning Managed Package wizar
- F. Assign the skills to Service Resource
- G. Add the skill to Work Types and Work Orders.
- H. Create the work skills using Setu
- I. Manually as Resources.

**Answer:** BD

#### NEW QUESTION 118

Northern Trail Outfitters wants to report on its Assets and reflect their attributes including hierarchical relationships.

How should the Consultant meet this requirement?

- A. Use the Assets without Products report.
- B. Use standard reports and reference the Parent Asset and Root Asset fields.
- C. Create custom reports and reference the Parent Asset and Root Asset fields.
- D. Enable and customize the View Asset Hierarchy action.

**Answer:** C

#### NEW QUESTION 122

A Dispatcher at Universal Containers has just been informed that one of their field employees, who has five services schedules for today, called in sick. How should the workload be assigned to other Field Technicians?

- A. Drag and drop the Service Appointments to other available Resources and run Optimization.
- B. Ask the Customer Service Rep to call the customers and manually re-schedule for another day.
- C. Change the Scheduling Policy to “High Intensity” and activate the Background Optimization process.
- D. Update the Resource a not available, select the affected Service Appointments, and press “Schedule.”

**Answer:** A

#### NEW QUESTION 127

Universal Containers provides maintenance and emergency services to its customers. Sending Technicians to emergency calls during the day causes long travel times and reduces the number of appointments that a Technician can complete.

Which feature should the Consultant use to reduce travel time and increase Technician productivity?

- A. Reschedule Appointment
- B. Fill-in Schedule
- C. oO Resource Schedule Optimization
- D. Fix Overlaps

**Answer:** C

#### NEW QUESTION 128

Optimization for the Midwest territory is set to automatically run each night for the next three days. The Dispatcher has noticed that the optimizer is leaving many Service Appointments unscheduled and has asked the Consultant to troubleshoot the issue. The Consultant notices that the Optimization Run Time per Service Appointment is set to Low in the Field Service Settings.

Which two conditions would make the Consultant consider setting the optimizer to High? Choose 2 answers

- A. Most service appointments have the same priority.
- B. The Scheduling Policy Used field is blank.
- C. The scheduling policy is producing too many candidates that qualify for each Service Appointment.
- D. The Calculate travel and breaks Field Service Setting is disabled for the Service Resource Availability work rule.

**Answer:** AC

#### NEW QUESTION 131

universal container requires trained inspectors to make 3 site visits per year to inspect the container customers' sites. These visits must be scheduled within 14 days of inspection due date.

What are two ways a Consultant can configure maintenance plans to meet the requirements? Choose 2 answers

- A. Auto generate work order with a 14 days generation horizon
- B. Associate work type called site to maintenance plan
- C. Associate a required skill call site visits to maintain plans
- D. Auto generate work order with 14-day generation time frame

**Answer:** AB

#### NEW QUESTION 135

Northern Trail Outfitters (NTO) asks its clients for feedback on every service visit. NTO wants to dispatch the appropriate Technicians based on customer feedback.

What are two ways the Consultant can meet this requirement? Choose ? answers

- A. Configure and add excluded and required resource Work Rules to scheduling policies.
- B. Configure resource preferences on the Account or Work Order.
- C. Configure and add excluded and required resource business objectives to scheduling policies.
- D. Configure customer preferences on the Service Resource record.

**Answer:** AB

#### **NEW QUESTION 140**

Which two scenarios are fully supported by Maintenance Plans? Choose 2? answers

- A. Appointments on the first Tuesday of the month
- B. Site inspections during the first week of the "year
- C. Quarterly sales visits to a customer
- D. Weekly recurring appointments at 8:00 AM

**Answer:** AD

#### **NEW QUESTION 145**

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