Salesforce Field-Service-Consultant Practice Test Pdf Exam Material [Q82-Q104

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Field-Service-Consultant Answers Field-Service-Consultant Free Demo Are Based On The Real Exam

Salesforce Field-Service-Consultant Exam Syllabus Topics:

TopicDetailsTopic 1- Show how to use operating hours for service resources, accounts, work orders, and booking appointments- Choose the appropriate action to manage a Service AppointmentTopic 2- Given a scenario, decide the appropriate type of optimization service to use- Recommend the appropriate Service Territories and their MembersTopic 3- Understand the usage of Field Service Lightning for DateTime tracking fields- Explain the difference between a multi-day Service Appointment and a standard Service AppointmentTopic 4- Determine the appropriate option to execute Complex Work in FSL- Illustrate how to configure Work Order Milestones

QUESTION 82

Which three factors should the consultant consider when recommending a routing option?

Choose 3 answers

* Aerial routing is used if a service appointment requires a travel distance of more than 200 kilometres
* Multiday work schedule only aerial routing.
* Street level routing incorporates Google map api and run faster than aerial routing
* Aerial Routing is used if a service appointment requires a travel distance of more than 100 kilometres
* Aerial routing computes the shortest distance between two locations based on a straight-line route

QUESTION 83

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
* Confirm the Technician’s mobile device is online.
* Review Service Appointment automation.
* Verify the Dispatcher ran the Service Appointment data Job.
* Investigate the Work Order lifecycle.

QUESTION 84

Universal Containers wants their Technicians to record an Asset Number using a barcode scanner when completing Work Orders. What field types should be configured to capture this information?
* Barcode
* Formula
* Text
* Number

QUESTION 85

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
* Reshuffle
* Group Nearby
* Resource Schedule Optimization
* In-day Optimization

QUESTION 86

Universal Containers wants to help their dispatchers determine the length of time a Work Order should last.

What should the Consultant implement to help achieve this goal?
* Work Types with an Estimated Duration.
* Operating Hours for Customer Accounts.

* Work Orders with Operating Hours.
* Work Types with Service Level Agreement.

QUESTION 87

One of the products sold by Universal Containers requires quarterly service appointments.

Which feature should a Consultant use to meet this requirement?
* Define a repeating Work Type.
* Implement Path for Work Orders.
* Build a Process for Service Appointments.
* Configure a Maintenance Plan.

QUESTION 88

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

QUESTION 89

Universal Containers wants their Technicians to be allowed to reschedule a visit for the same work within the Field Service mobile application. What approach should a Consultant recommend?
* Create a Quick Action that will create a new Service Appointment record.
* Create a Visualforce page that will create a new Work Order record.
* Create a Quick Action that will create a new Work Order record.
* Create a Visualforce page that will create a new Service Appointment record.

QUESTION 90

Universal Containers has Role-based Technicians and Managers who handle Service Appointments. Many times, Technicians arrive on-site but are unable to gain access to the customer's equipment. In this scenario, only the Manager has permission to cancel the Service Appointment. How should a Consultant recommend adhering to this business process?
* Assign Permission Sets that allow Status Transitions.
* Allow Status Transitions based on Role.
* Limit Status Transitions based on Profile.
* Configure Status Transitions based on Resource Type.

QUESTION 91

Northern Trail Outfitters (NTO) wants to automatically dispatch a Technician's next two Service Appointments after the Technician completes their current Service Appointment. NTO wants to be consistent across all of the Service Territories and control the number of Service Appointments that are pushed to the Technician.

What automated processing should the Consultant configure upon Work Order completion to dispatch the next two Appointments?
* Create an Apex Trigger.
* Build a Workflow Rule.
* Enable Drip feed Dispatch.
* Configure an Auto Dispatch Scheduled Job.

QUESTION 92

which work rule should a field service lightning consultant use to assign service resources based on related object records?
* resource availability
* extended match
* match field
* required resources

QUESTION 93

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?
* Create a quick action on the work order to search the Knowledge base.
* Attach the relevant articles to the work order or work order line items.
* Update the Service Appointment page layout to include the Articles related list.
* Add the Knowledge Lightning component to the Field Service mobile app.

QUESTION 94

A Field Service Technician wants to view a list of parts consumed during a given time period. The Technician will then use the data to replenish inventory on the truck. Which three steps should a Consultant recommend to track the number of parts consumed? Choose 3 answers.
* Build a report to view Products Consumed on Work Order Line Items.
* Build a report using the Service Appointment Inventory module.
* Build a report to view Products Consumed on Work Orders.
* Build a report using the Work Order inventory module.
* Build a report to view Inventory Transactions.

QUESTION 95

Universal Containers wants to reduce their mean-time-to-service. Which three Field Service processes should a Consultant recommend to accomplish this goal? Choose 3 answers.
* Adjust Scheduling Policy
* Knowledge Base
* Customer Entitlements
* Dispatching
* Scheduling

QUESTION 96

Universal Containers wants to process mobile payments. How can this requirement be met?

* Attach a picture of the credit card
* Add a custom filed to store the credit card number
* Create a custom payments object
* Install an AppExchange package.

QUESTION 97

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

QUESTION 98

Universal Containers (UC) wants to track the full lifecycle of their Cases. UC defines a Case as resolved when all interactions with the customer are complete. How can a Consultant ensure that Cases are closed when all Work Orders associated to the Case are complete?
* Use Workflow to close the Case when all Work Orders are closed.
* Use Process Builder to close the Case when all Work Orders are closed.
* Use Workflow to close the Case when the Work Order is dispatched.
* Use Process Builder to close the Case when the Work Order is created.

QUESTION 99

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?
* Create a work order line item and a product request line item.
* Create a product request and a product request line item.
* Create a product consumed and a product request line item.
* Create a shipment and a product request line item.

QUESTION 100

A Technician is onsite where there is no connectivity and is required to capture the customer’s signature. What is the appropriate order of operations as the Technician goes back online?
* Capture signature, update record, sync device, deliver Service Report.
* Deliver Service Report, capture signature, update record, sync device.
* Deliver Service Report, update record, sync device, capture signature.
* Capture signature, sync device, update record, deliver Service Report.

QUESTION 101

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

* Create the work skills using the FSL Lightning Web Component. Assign the skills to Service Resources.

Add the skill to Work Types and Work Orders.
* Create the work skills using Setup. Manually assign the skills to Service Resources.
* Create the work skills using the FSL Lightning Managed Package wizard. Assign the skills to Service Resources. Add the skill to Work Types and Work Orders.
* Create the work skills using the Guided Setup wizard. Assign the skills to Service Resources using Guided Setup.

QUESTION 102

Northern Trail outfitters (NTO) want to track the report on individual tasks completed, including part consumed and pricing details, as part of the work order completion process. NTO want to schedule one or multiple tasks to the different technician as needed How should the consultant meet the requirements utilizing the standard field service lightning data model?
* Create work order line item, each with its own child service appointment
* Create a multiple service appointment, each with its own child task records
* Create a multiple service appointment each with its own child work order line item
* Create a custom object records, each with its own child service appointment

QUESTION 103

Universal Containers wants to have more control over the geography in which their Technicians are performing work. What capability should a Consultant enable?
* Service Territories
* Geotracking
* Territory Management
* Location Management

QUESTION 104

How should a Consultant configure Salesforce Field Service to ensure agents and dispatchers can quickly create Work Orders with the appropriate materials?
* Create Work Types with Work Order Line Items.
* Create Work Types with Products Consumed.
* Create Work Types and Locations.
* Create Work Types with Products Required.

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