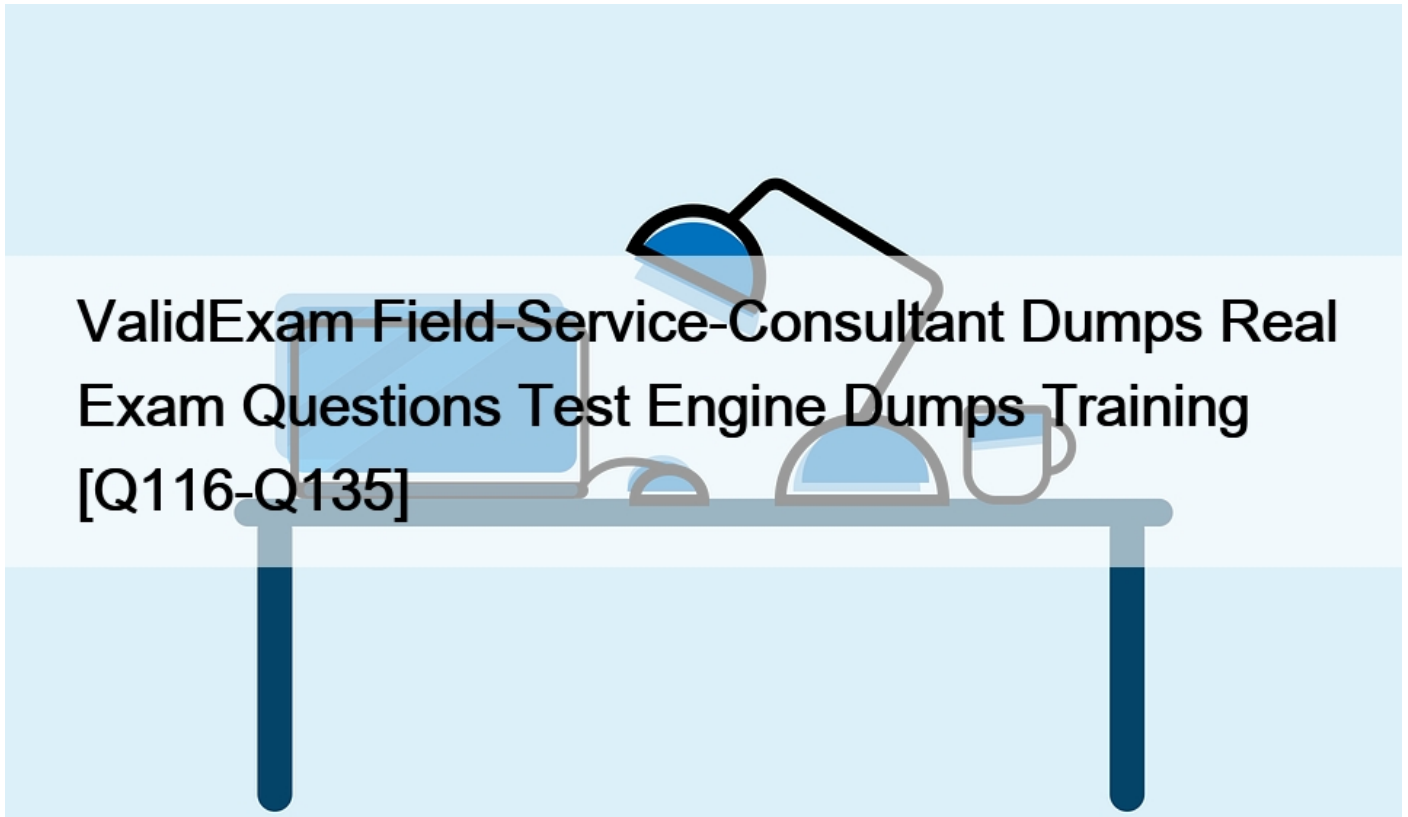


ValidExam Field-Service-Consultant Dumps Real Exam Questions Test Engine Dumps Training [Q116-Q135]



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Salesforce Field-Service-Consultant exam dumps and online Test Engine

Salesforce Field-Service-Consultant Exam Syllabus Topics:

- TopicDetailsTopic 1- Determine the appropriate option to execute Complex Work in FSL- Illustrate how to configure Work Order MilestonesTopic 2- Understand different field service settings for FSL Administrator- Configure Work Order processes, parameters, and Work TypesTopic 3- Understand the usage of Field Service Lightning for Date/Time tracking fields- Explain the difference between a multi-day Service Appointment and a standard Service AppointmentTopic 4- Outline the differences between aerial versus street-level routing- Distinguish between FSL license types and when to deploy themTopic 5 - Given a scenario, decide the appropriate type of optimization service to use- Recommend the appropriate Service Territories and their MembersTopic 6- Determine the appropriate dispatch strategy for an organization- Apply the appropriate life cycle of a Service Appointment required to execute a Work OrderTopic 7- Show how to use operating hours for service resources, accounts, work orders, and booking appointments- Choose the appropriate action to manage a Service AppointmentTopic 8- Distinguish between Field Service Mobile and Salesforce Mobile app capabilities- Decide on the appropriate Schedule Policy to achieve the business requirements

Q116. Universal Containers (UC) is using Field Service and has customer meetings at UC's offices. When booking meetings, they would like them to begin on hour, every hour, between 9am-5pm. How can this be achieved?

- * Use Territory-specific Operating Hours.
- * Use Customer Operating Hours.
- * Use Multiple Operating Hours with Slots for each hour.
- * Use Exact Appointments on the Work Types.

Q117. 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.

Q118. 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?

- * Set Frequency to 1 Month; Generation Timeframe of 12; check Auto-generate work orders.
- * Set Frequency to 1 Month; Generation Timeframe of 12; uncheck Auto-generate work orders.
- * Set Frequency to 1 Month; Generation Timeframe of 1; uncheck Auto-generate work orders.
- * Set Frequency to 1 Month; Generation Timeframe of 1; check Auto-generate work orders.

Q119. Universal Containers has noticed that with every new product release there is a rise in customer reported Cases and a decrease in first-time fix-rate. Which two recommendations should a Consultant make? Choose 2 answers.

- * Publish training documentation in a closed chatter group.
- * Increase training to Sales Representatives.
- * Publish pre-release documentation on the Customer Community.
- * Increase training to Field Service Technicians

Q120. Universal containers just started its field service implementation and is configuring service territories and locations. Need to be associated to territories.

In which two ways should the consultant show this relationship?

Choose 2 answers

- * add the service territory location related list on the location page layout
- * create the service territory location as a location lookup field.
- * add the service territory location related list on the service territory page layout
- * create the service territory location as a service territory lookup field.

Q121. technicians at Universal container use the field service lightning mobile app at a customer site. After completing th3 work technician updates the service appointment status to complete and save the records. Dispatcher 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 mobile device is online
- * Investigate work order life cycle
- * Verify the dispatcher ran the service appointment data job
- * Review service appointment automation

Q122. universal container is implementing work order management to better the support its clients Choose 2 answers

- * Create work skills using the fsl lightning Managed package wizard. Assign the skills to service resources. And the skill to work type and work order
- * Create the work skill using setup. Manually assign the skills to service resources
- * Create the work skills using the FSL lightning web component. Assign the skill to service resources add the skill to work type
- * Create the work skills using the guided setup wizard. Assign the skill to service to service resources using guided setup

Q123. Universal Containers has implemented a Knowledge solution to provide Field Technicians with information necessary to complete assigned work. Which two capabilities will now be available?

- * Attach Knowledge Articles to Work Order Line Items Only.
- * Manage Attached Articles and Search the Knowledge Base.
- * Attach Articles to Work Orders and Work Order Line Items.
- * Include Quick Actions and Global Actions in Attached Articles.

Q124. universal container want to track technician van stock using the field service lightning mobile app and ensure the technician report when part is used Which three data elements should a consultant recommend tracking to support this?

requirement

Choose 3 answers

- * Products required
- * Inventory
- * Mobile locations
- * Warehouse locations
- * Product consumed

Q125. Upon arrival for a Service Appointment, the Field Service Technician reports that a team of people is required to resolve the issue.

How can the Dispatcher ensure that the required staff is assigned to the project?

- * Assign the existing Work Order to a Crew.
- * Assign the existing Service Appointment to a Crew.
- * Assign the existing Work Order to each staff member.
- * Create a new Service Appointment and assign a Crew.

Q126. Containers wants to offer their Field Technicians a more limited view of Work Orders and Service Appointments in the Field Service mobile app compared to their Dispatchers. What should a Consultant recommend so the Field Technician sees only the necessary fields?

- * Field Technician Page Layouts
- * Field Technician Visualforce Pages
- * Field Technician Field Sets
- * Field Technician Mini-Page Layouts

Q127. universal containers needs a team to perform periodic maintenance on the most complex products.

Which feature should the consultant configure to meet this requirement?

- * Preferred resource
- * Required resource
- * Technicians with required skill

* Service crew

Q128. 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

Q129. Universal Containers performs multi-staged jobs, where the second job can only begin after completion of the first job. How should a Consultant recommend implementing this process?

- * Create two Service Appointments, set the Related Service Appointment and Time Dependency.
- * Create one Service Appointment with the total duration of the two jobs and assign two Resources.
- * Create two Service Appointments and schedule them to the same Resource.
- * Create one Service Appointment and schedule it to two different Resources.

Q130. 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?

- * Create a recurring Service Appointment.
- * Use the Resource Availability Rule.
- * Use appropriate Resource Operating Hours.
- * Create Resource Absences every day.

Q131. 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?

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

Q132. 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.

Q133. Universal containers want to track the full lifecycle of an installed product, including when a swap is needed as part of a service order.

Which steps technicians follow to report that a substitute asset is installed?

- * Mark installed asset as 'shipped'; create a new product; relate the product to the asset

- * Mark installed asset as obsolete;- create a new product ; related the product to asset
- * Mark installed asset as shipped; ; create new assets ; create a new asset of relationships type = shipment;
- * Mark installed asset as obsolete;- create a new product ; create a new asset of relationships type = replacement;

Q134. Universal Containers wants to invoice its Customer for the parts used when performing repairs on installed Assets. What should a Consultant recommend to track the price of the parts consumed?

- * Use Opportunity Line Items and Price Books to track the price.
- * Use Products and Price Books to track the price.
- * Use Assets and Products to track the price.
- * Use a custom object to model the Work Order pricing and price.

Q135. Universal Containers is deploying Field Service Lightning in Europe, where pricing varies by country.

What Price Book structure is recommended?

- * Utilize a custom Price Book specific to each country.
- * Utilize the standard Price Book with pricing rules applied.
- * Utilize a custom Price Book with pricing rules applied.
- * Utilize a standard Price Book specific to each country.

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