



# FIELD-SERVICE-CONSULTANT<sup>Q&As</sup>

Salesforce Certified Field Service Consultant

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**QUESTION 1**

A customer wants return a defective product instead of scheduling service appointment.

How should this product be tracked in field service lightning?

- A. Create a work order and work order line
- B. Create 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

Correct Answer: B

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**QUESTION 2**

Universal containers (UC) wants to schedule work orders only if technicians have the necessary qualifications to complete the designated work.

In which two ways can UC achieve this?

Choose 2 answers

- A. Leverage the match skills work rule when scheduling appointments
- B. Create skills that relate to qualifications from setup and assign them to a service resource
- C. Leverage the match skills scheduling policy when scheduling appointments
- D. Create skills that relate to qualifications from the skills tab end assign them to a service resource

Correct Answer: AB

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**QUESTION 3**

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.

Correct Answer: D

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**QUESTION 4**

Universal containers requires trained inspectors to make three site visits per year to inspect containers sites. These visits must be scheduled within 14 days of the inspection due date.

What are two ways s consultant can configure maintenance plans to meet the requirement? Choose 2 answer

- A. Auto-generate work orders with a 14-day Generation timeframe.
- B. Associate a required skill called site visit to a maintenance plan.
- C. Auto-generate work orders with a 14-day Generation horizon.
- D. Associate a work type called site visit to a maintenance plan.

Correct Answer: CD

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**QUESTION 5**

A customer support agent handles an in ?bound case that requires a repair of an industrial oven at a busy restaurant. The work should be assigned to a repair technician in the area, even if the technician is currently working on another assignment.

Which scheduling action should the consultant recommend to the customer support agent?

- A. Emergency
- B. Appointment booking
- C. Fill-in schedule
- D. Get candidates

Correct Answer: A

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