



VCE & PDF

Pass4itSure.com

<https://www.pass4itsure.com/field-service-consultant.html>

2024 Latest pass4itsure FIELD-SERVICE-CONSULTANT PDF and VCE dumps

Download

FIELD-SERVICE-CONSULTANT^{Q&As}

Salesforce Certified Field Service Consultant

Pass Salesforce FIELD-SERVICE-CONSULTANT Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.pass4itsure.com/field-service-consultant.html>

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by Salesforce
Official Exam Center

-  **Instant Download** After Purchase
-  **100% Money Back** Guarantee
-  **365 Days** Free Update
-  **800,000+** Satisfied Customers



**QUESTION 1**

A Universal Containers customer is having issues with three containers at the customer's site. Each container is tracked as an Asset on the customer's Account.

Which two methods should the Consultant recommend to ensure the service associated with each container can be handled independently?

Choose 2 answers

- A. Add each Asset to a separate Work Order Line Item. Create a Service Appointment for each Line Item.
- B. Add each Asset to a separate child Work Order. Create a Service Appointment for the parent Work Order.
- C. Add each Asset to a separate Work Order Line Item. Create a Service Appointment for the Work Order.
- D. Add each Asset to a separate Work Order. Create a Service Appointment for each Work Order.

Correct Answer: CD

QUESTION 2

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

Correct Answer: AD

QUESTION 3

Some technicians report that they are unable to login to the field service lightning mobile app. The Consultant confirmed that the technician has field service lightning resource license and field service lightning resource permission assign to them.

How should a consultant provide access to FSL mobile app?

- A. Assign a permission set
- B. Modify the user profile
- C. Update the public group membership
- D. Modify the user record

Correct Answer: A

**QUESTION 4**

When a Universal Containers (UC) Technician installs a product at a customer site, the Technician must perform all future work for that customer.

Which process should the Consultant use to meet this requirement?

- A. Add the Resource as a Required Resource on the Contact.
- B. Add the Resource as a Required Resource on the Account.
- C. Add the Resource as a Preferred Resource on the Work Order.
- D. Add the Resource as a Preferred Resource on the Asset.

Correct Answer: B

QUESTION 5

Universal Containers has negotiated two key SLAS: 1) initial response and 2) overall resolution of issues related to installed products. What combination of Salesforce features should a Consultant recommend to support this use case?

- A. Assets and Entitlements.
- B. Assets and Service Contracts.
- C. Accounts and Service Contracts.
- D. Accounts and Assets

Correct Answer: A

QUESTION 6

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

Correct Answer: BC

**QUESTION 7**

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".

Correct Answer: BC

QUESTION 8

To prepare for an upgrade, a mobile technician creates a product request for three circuit boards to be sent from the main warehouse to the customer site. The completed job needs two of the boards. Which two Field Service tools should the technician use to return the unused circuit board to the warehouse? Choose 2 answers

- A. Work Order
- B. Return Order
- C. Product Transfer
- D. Product Receipt

Correct Answer: BD

QUESTION 9

Universal containers wants to track when technicians need to visit a customer site multiple times to resolve an issue.

How should a consultant configure this using a single work order?

- A. Create a new work order line item for each site visit.
- B. Create a new product consumed for each site visit.
- C. Create a new child work order for each site visit.
- D. Create a new service appointment for each site visit.

Correct Answer: D

**QUESTION 10**

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

Correct Answer: B

QUESTION 11

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

Correct Answer: C

QUESTION 12

Universal containers outsources 100 hours of weekly maintenance to an external contractor. Jobs are assigned to a contractor manager instead of individual external technicians. The contractor manager is in charge of updating service appointments and work orders upon completion.

How should a consultant implement the requirement?

- A. Set the individual technicians as capacity-based service resources.
- B. Create the individual technicians as service crew members.
- C. Create the contractor manager as a crew service resource.
- D. Set the contractor manager as a capacity-based service resource.

Correct Answer: D

**QUESTION 13**

A Consultant is helping Universal Containers define its mobile approach.

Which requirement would lead a Consultant to recommend the Salesforce Field Service mobile app instead of the Salesforce mobile app?

- A. Support service processes with custom Lightning Components
- B. Visibility of Technicians with geolocation tracking
- C. Access to Lightning Knowledge articles
- D. Manage mobile fields available through configuration

Correct Answer: C

QUESTION 14

Universal container (uc) sells shipping Containers and container parts. UC wants to track each customer's container and associated part for field servicing, sales, and reporting purposes. Which solution should a Consultant recommend to relate the part to a customer container?

- A. Add the container as an asset on account and make the part internal assets
- B. Add the container as product on the account and part to the child product related list
- C. Create a hierarchical relationship between the parent product container and the child part product
- D. Create an asset hierarchy on account with container as root asset and part as the child assets

Correct Answer: D

QUESTION 15

Technician often need to generate reports in customer language. Which configuration should the consultant recommend to meet the requirements?

- A. Update the language of the current user
- B. Update the default language of the organization
- C. Add the language field to the contact page layouts
- D. Add the service report language field to the work order page layout

Correct Answer: D

[Latest FIELD-SERVICE-CONSULTANT Dumps](#)

[FIELD-SERVICE-CONSULTANT Study Guide](#)

[FIELD-SERVICE-CONSULTANT Exam](#)



VCE & PDF

Pass4itSure.com

<https://www.pass4itsure.com/field-service-consultant.html>

2024 Latest pass4itsure FIELD-SERVICE-CONSULTANT PDF and VCE dumps
Download

[Questions](#)