

FIELD-SERVICE-CONSULTANT^{Q&As}

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QUESTION 1

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."

Correct Answer: A

QUESTION 2

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?

- A. Capture signature, update record, sync device, deliver Service Report.
- B. Deliver Service Report, capture signature, update record, sync device.
- C. Deliver Service Report, update record, sync device, capture signature.
- D. Capture signature, sync device, update record, deliver Service Report.

Correct Answer: A

QUESTION 3

Universal container (uc) is rolling out inventory management to better manage parts and inventory. UC wants to automatically associate certain parts and products to work orders on creations based on the work to be performed. How should the Consultant meet this requirement?

- A. Add product to the products required related list on the asset object
- B. Add product to the products required related list on the work type object
- C. Add product to the work order products related list on the work type object
- D. Add product to the work order products related list on the asset object

Correct Answer: B

QUESTION 4

Universal Containers is expecting the amount of work to increase significantly over the next three weeks. They have

decided to engage a new third-party Contract Provider to help with the additional work. How should a Consultant recommend Configuring the new Contractor?

- A. Create a Capacity-based Resource and delete that Resource after three weeks.
- B. Create a Resource and give them 24-hour availability for the next three weeks.
- C. Create a Capacity-based Resource and give them 24-hour availability for the next three weeks.
- D. Create a Capacity-based Resource and give them Capacity for the next three weeks.

Correct Answer: D

QUESTION 5

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.

Correct Answer: C

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.

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