

FIELD-SERVICE-CONSULTANT^{Q&As}

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QUESTION 1

Universal Containers (UC) uses Service Contract based Entitlements to determine their Service Level Agreements. UC would like to track adherence to Service Contract SLAS. Where would UC apply an Entitlement record to track the specific Service Contract SLAS?

- A. Work Order Line Items
- B. Service Contract
- C. Work Order
- D. Account

Correct Answer: D

QUESTION 2

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 3

Universal Containers has implemented a flow that allows technicians to replace faulty or damaged assets directly from within the field service lightning mobile app. Once a replacement has been made, where can the asset relationships be viewed?

- A. Both the primary assets and related assets related lists on the assets object
- B. Only the primary assets related list on the assets object
- C. Both the primary assets and related assets related lists on the work order object
- D. Only the primary assets related list on the work order object

Correct Answer: B

QUESTION 4

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 5

When customers call in for support at AW Computing, a case is always created. If the issue cannot be solved without dispatching a technician, a work order is created from the case. Milestones are currently being used on cases, and support operations would like to extend the use of milestones to the work orders. To meet this requirement, the system administrator added the milestone Lightning component to the work order Lightning record page. Technicians and managers are reporting that there are no milestones listed when viewing the record.

How should this issue be resolved?

- A. Make sure the case entitlement record is being shared with the service resource.
- B. Add work order milestones after the case milestones to the entitlement process.
- C. Ensure the work order entitlement is related to the same process as the case entitlement.
- D. Create a separate entitlement process associated to the work order object.

Correct Answer: D

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