

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

Salesforce Certified Field Service Consultant

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#### QUESTION 1

Universal Containers is receiving increased complaints about incomplete Work Orders. What option should a Consultant recommend to improve this situation?

- A. Send an email CSAT survey.
- B. Implement Validation Rules and Signature Capture.
- C. Change the Scheduling Rules.
- D. Decrease Resource Rant Score.

Correct Answer: B

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#### QUESTION 2

Upon arrival for the service appointment, technician report a team of people is required to resolve the issue.

How can the dispatcher ensure the required resources are assign to the issue?

- A. Create a new work order and assign a crew
- B. Create a new service appointment and assign to crew
- C. Assign the existing service appointment to the crew
- D. Assign the existing work order to crew

Correct Answer: C

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#### QUESTION 3

Universal Containers wants to assign Service Appointment based on the Polygon of the child service territory in the hierarchy.

How should a Consultant assign Service Appointments to the Polygon?

- A. Set the Polygon Assignment Policy to the Highest Level.
- B. Set the Territory Assignment Policy to the Highest Level.
- C. Set the Territory Assignment Policy to the Lowest Level.
- D. Set the Polygon Assignment Policy to the Lowest Level.

Correct Answer: C

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#### QUESTION 4

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

- A. Conform the technician mobile device is online
- B. Investigate work order life cycle
- C. Verify the dispatcher ran the service appointment data job
- D. Review service appointment automation

Correct Answer: AD

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#### QUESTION 5

Universal containers (UC) sells shipping containers and container parts. UC wants to track each customer\\'s container and associated parts for Florida servicing, sales, and reporting purposes.

Which solution should a consultant recommend to relate the parts to a customer\\'s container?

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

Correct Answer: A

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#### QUESTION 6

Universal Containers\\' (UC) Technicians identify and complete additional work when they are at a customer site. UC wants to track the additional work using the Salesforce Field Service mobile app.

How should the Consultant meet this requirement?

- A. Add the Work Order Line Item related list to the Work Order page to allow creation of additional line items.
- B. Create a Quick Action to create a Work Order Line Item. Add a Quick Action to the Work Order Layout.
- C. Create a Visualforce page to create Work Order Line items. Add a Visualforce page to the Work Order Layout.
- D. Add the Work Order related list to the account to allow creation of additional line items.

Correct Answer: A

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**QUESTION 7**

An extreme weather situation impacts both the volume of work and number of available resources at universal container. Which approach should a consultant recommend to realign available resources with open work?

- A. Resource Schedule optimization
- B. Global optimization
- C. Emergency scheduling
- D. Customer first scheduling

Correct Answer: C

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**QUESTION 8**

Universal Containers uses a complex service model that involves scheduling multiple Service Technicians for each customer interaction (e.g., an install). How can a Consultant ensure that a Service Technician enters the data necessary to track completed work?

- A. Update the Case Feed and tag the associated Service Representative.
- B. Update the Work Order Line Item and its associated parent Asset.
- C. Update the Service Appointment and its associated parent record.
- D. Update the Work Order and its associated parent Account.

Correct Answer: B

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**QUESTION 9**

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

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**QUESTION 10**

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

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**QUESTION 11**

When completing a work order in the field, the technician needs to capture two signatures to ensure compliance.

Which steps are needed to configure the signatures capture?

- A. create two service reports and add one signature block to each
- B. create relevant signature types and add signature blocks to the service report template.
- C. create a flow that adds two signature blocks when the service report is generated
- D. create two custom fields for the service appointment and use flows to capture each signature

Correct Answer: B

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**QUESTION 12**

Universal Containers wants ensure that inventory needed for repair jobs is tracked and managed so Technicians have the material for their jobs. Which two ways should a Consultant recommend tracking these inventory requirements in Salesforce? Choose 2 answers

- A. Products Required for Service Resources
- B. Products Required for Service Appointments
- C. Products Required for Work Order Line Items
- D. Products Required for Work Orders

Correct Answer: CD

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**QUESTION 13**

When completing a Work Order in the field, the Technician needs to capture two signatures to ensure compliance. Which steps are needed to configure the signature capture?

- A. Create relevant Signature Types and add Signature Blocks to the Service Report Template.
- B. Create two Service Reports and add one Signature Block to each Report.
- C. Create a Flow that adds two Signature Blocks when the Service Report Is generated.
- D. Create two custom fields for the Service Appointment and use Flows to capture each signature.

Correct Answer: A

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#### QUESTION 14

The CFO for Universal Containers wants Work Orders to remain open until the Customer Service Report is sent. Which two items should a Consultant implement to ensure Work Orders cannot be closed? Choose 2 answers.

- A. Custom Work Order Escalation Rules
- B. Custom Validation Rule on Work Orders
- C. Custom Approval Process on Work Orders
- D. Custom Work Order Status with Category

Correct Answer: BD

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#### QUESTION 15

Universal Containers wants to allow Field Technicians to view work progress through the Work Order Line Item card in the Field Service mobile app. How can this be supported?

- A. Create a Report Chart that summarizes Work Order Line Items and add a link to the Lens on the Service Appointment Layout.
- B. Create a custom Visualforce page, add an external link from the Mobile app to view the page in the mobile browser.
- C. Add the Work Order Line Items Related List to the Work Order Page Layout and assign the Layout to the Technician's profile.
- D. Create a custom Lightning Component that displays Work Order progress and deploy it to Technicians through salesforce1.

Correct Answer: C

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