



Free Questions for Field-Service- Consultant

Shared by Blake on 03-03-2025

For More Free Questions and Preparation Resources

[Check the Links on Last Page](#)



Question 1

Question Type: MultipleChoice

Technicians earn certifications that must be renewed periodically to ensure their skills remain up to date.

How can these certifications be managed on the Resource?

A, Add the Resource Skill and track certification using reminder.

Options:

- B- Add the Resource Skill and create Absence once expired.
- C- Add the Resource Skill and remove from the Service Territory once expired.
- D- Add the Resource Skill and set the End Date.

Answer:

D

Explanation:

This option allows the Resource Skill to expire when the certification expires, and prevents the resource from being scheduled for jobs that require that skill. Reference: https://help.salesforce.com/s/articleView?id=sf.fs_resource_skills.htm&type=5

Question 2

Question Type: MultipleChoice

Universal Containers wants to identify which resources need more or fewer appointments.

Which Gantt chart filter option should a Consultant recommend to provide this information?

Options:

- A- Select Date Resolution on the Hours Tab.
- B- Select Travel Time and Breaks as skills on the Skills Tab.
- C- Select Hours, Absences and Overtime on the Utilization Tab.

D- Select Sort by Average Utilization on the Resources Tab.

Answer:

D

Explanation:

Sort by Average Utilization is an option on the Resources Tab of the Gantt chart that allows sorting resources by their average utilization percentage[239]. Utilization is a metric that measures how much time a resource spends on service appointments compared to their total working hours[240]. Selecting Sort by Average Utilization on the Resources Tab would allow Universal Containers to identify which resources need more or fewer appointments by showing them how busy each resource is based on their utilization percentage[241]. Selecting Date Resolution on the Hours Tab would not allow Universal Containers to identify which resources need more or fewer appointments. Date Resolution is an option on the Hours Tab of the Gantt chart that allows changing how many hours are shown per column such as 1 hour, 2 hours, or 4 hours[242]. Selecting Travel Time and Breaks as skills on the Skills Tab would not allow Universal Containers to identify which resources need more or fewer appointments. Skills are records that define specific abilities or qualifications that resources have[243]. Travel Time and Breaks are not skills but fields on the Resource object that define how much time a resource spends traveling between service appointments and how much time they take for breaks[244]. Selecting Hours, Absences and Overtime on

Question 3

Question Type: MultipleChoice

Universal Containers just started its Field Service Implementation and is configuring Service Territories and

Locations. The Locations need to be associated to Territories.

In which two ways should the Consultant show this relationship?

Choose ? answers

Options:

- A- Add the Service Territory Location Related List on the Service Territory page layout.
- B- Add the Service Territory Location Related List on the Location page layout.
- C- Create the Service Territory Location as a Service Territory lookup field.

D- Create the Service Territory Location as a Location lookup field.

Answer:

A, B

Explanation:

Service Territory Location is a junction object that links Service Territory and Location objects[236]. Related Lists are components on page layouts that show records that are related to a record through a lookup or master-detail relationship[237]. Adding the Service Territory Location Related List on the Service Territory page layout and adding the Service Territory Location Related List on the Location page layout would allow Universal Containers to show how Locations are associated to Territories by displaying a list of Service Territory Locations on each record[238]. Creating the Service Territory Location as a Service Territory lookup field or creating the Service Territory Location as a Location lookup field would not work because they are not valid fields on either object. Reference:

https://developer.salesforce.com/docs/atlas.en-us.api.meta/api/sforce_api_objects_serviceterritorylocation.htm

https://help.salesforce.com/s/articleView?id=sf.customize_related_lists.htm&type=5

https://help.salesforce.com/s/articleView?id=sf.fs_service_territory_locations_overview.htm&type=5

Question 4

Question Type: MultipleChoice

A customer makes one appointment for the sales department, and another appointment for the service

department. The two appointments should be handled on the same day, but should be created as separate

appointments. In addition, the Technician must complete one appointment before starting the next. The agent

wants to make sure these two appointments are scheduled together and in sequence.

Which three things should the Consultant verify to ensure these requirements are met and simultaneous scheduling will occur?

Choose 3 answers

Options:

- A- The checkbox Use all-or-none scheduling for related appointments in Field Service Settings is selected.
- B- The Dependency Type is set to Start After Finish and Same Day on the first service appointment in the dependency.
- C- A dependency has been created between the two appointments and the start times are the same.
- D- The Same Resource and Same Day fields appear on the Service Appointments page layout.
- E- The Complex Work Visualforce page is added to the Service Appointments page

Answer:

A, B, D



Explanation:

Use all-or-none scheduling for related appointments is a setting in Field Service Settings that enables or disables the simultaneous scheduling of service appointments that have dependencies[232]. Dependency Type is a field on the Service Appointment object that defines the relationship between two service appointments such as Start After Finish, Start Before Finish, or Finish Before Start[233]. Same Resource and Same Day are fields on the Service Appointment object that indicate whether two service appointments with dependencies should be assigned to the same resource and scheduled on the same day[234]. Selecting the checkbox Use all-or-none scheduling for related appointments in Field Service Settings, setting the Dependency Type to Start After Finish and Same Day on the first service appointment in the dependency, and making sure the Same Resource and Same Day fields appear on the Service Appointments page layout would allow Universal Containers to ensure that a customer makes one appointment for the sales department, and another appointment for the service department, that should be handled on the same day, but should be created as separate appointments, where the Technician must complete one appointment before starting the next, and that these two appointments are scheduled together and in sequence by enabling simultaneous scheduling of dependent service appointments, defining the order and timing of the service appointments, and ensuring that the service appointments are assigned to the same resource and scheduled on the same day[235]. Creating a dependency between the two appointments and setting the start times to be the same would not work because it would not ensure that one appointment is completed before starting the next. Adding the Complex Work Visualforce page to the Service Appointments page would not work because it is not a feature of Salesforce Field Service. Reference:
https://help.salesforce.com/s/articleView?id=sf.fs_settings_overview.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.fs_service_appointment_dependencies_overview.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.fs_service_appointment_dependencies_create_edit_delete.htm&type=5

Question 5

Question Type: MultipleChoice

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?

Options:

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

Answer:

B

Explanation:

Frequency is a field on the Maintenance Plan object that defines how often work orders should be generated from maintenance plans such as daily, weekly, or monthly[228]. Generation Timeframe is a field on the Maintenance Plan object that defines how many work orders should be generated from maintenance plans at a time such as 1, 2, or 12[229]. Auto-generate work orders is a field on the Maintenance Plan object that enables or disables the automatic generation of work orders from maintenance plans[230]. Setting Frequency to 1 Month; Generation Timeframe of 12; uncheck Auto-generate work orders would allow Universal Containers to offer customers a Maintenance Plan that provides 12 monthly checkups where the customer will call to schedule each visit by creating maintenance plans that generate one work order per month for 12 months but do not generate them automatically until the customer calls[231]. Setting Frequency to 1 Month; Generation Timeframe of 1; check Auto-generate work orders would not allow Universal Containers to offer customers a Maintenance Plan that provides 12 monthly checkups where the customer will call to schedule each visit. It would create maintenance plans that generate one work order per month for one month and generate them automatically without waiting for customer calls. Setting Frequency to 1 Month; Generation Timeframe of 12; check Auto-generate work orders would not allow Universal Containers to offer customers a Maintenance Plan that provides 12 monthly checkups where the customer will call to schedule each visit. It would create maintenance plans that generate one work order per month for 12

months and generate them automatically without waiting for customer calls. Setting Frequency to 1 Month; Generation Timeframe of 1; uncheck Auto-generate work orders would not allow Universal Container

Question 6

Question Type: MultipleChoice

Which fields on Service Appointments help ensure that they are completed within the agreed upon Service Level Agreement (SLA) with Universal Containers' customers?

Options:

- A- Actual Start, Actual End
- B- Arrival Window Start, Arrival Window End
- C- Scheduled Start, Scheduled End
- D- Earliest Start Permitted, Due Date

Answer:

D

Explanation:

Earliest Start Permitted is a field on the Service Appointment object that defines the earliest date and time that a service appointment can start[222]. Due Date is a field on the Service Appointment object that defines the latest date and time that a service appointment must be completed by[223]. Using Earliest Start Permitted and Due Date fields on Service Appointments would help ensure that they are completed within the agreed upon Service Level Agreement (SLA) with Universal Containers' customers by setting the boundaries for when a service appointment can start and finish according to the SLA terms[224]. Actual Start and Actual End are fields on the Service Appointment object that capture the actual date and time that a service appointment started and ended[225]. Using Actual Start and Actual End fields on Service Appointments would not help ensure that they are completed within the agreed upon SLA with Universal Containers' customers because they are recorded after the service appointment is performed and do not enforce any SLA terms. Arrival Window Start and Arrival Window End are fields on the Service Appointment object that define the expected date and time range that a resource will arrive at a service appointment[226]. Using Arrival Window Start and Arrival Window End fields on Service Appointments would not help ensure that they are completed within the agreed upon SLA with Universal Containers' customers because they only indicate when a resource will arrive and do not enforce any SLA terms. Scheduled Start and Scheduled End are

fields on the Service Appointment object that define the planned date and time range that a service appointment will take place[227]. Using Scheduled Start and Scheduled End fields on Service Appointments would not help ensure that they are completed within the agreed upon SLA with Universal Containers' customers because they only indicate when a service appointment is scheduled and do not enforce any SLA terms. Reference:

https://developer.salesforce.com/docs/atlas.en-us.api.meta/api/sforce_api_objects_serviceappointment.htm https://help.salesforce.com/s/articleView?id=sf.fs_sla_overview.htm&type=5

Question 7

Question Type: MultipleChoice

Universal Containers wants to make it easier for Managers to monitor Preventative Maintenance work orders using the Dispatcher Console.

Which two filtering options should managers use to find the appropriate work orders?

Choose ? answers

Options:

- A- The Preventative Maintenance Gantt and filter the list to show only desired work orders
- B- The Dispatcher Console Map and filter the list to show only desired service appointments
- C- The Dispatcher Console Appointment list and filter the list to show only desired service appointments
- D- The Dispatcher Work Order Polygon and filter the list to show only desired service appointments

Answer:

A, C

Explanation:

The Preventative Maintenance Gantt is a view within the Dispatcher Console that shows the scheduled service appointments for preventive maintenance work orders[217]. The Dispatcher Console Appointment list is a view within the Dispatcher Console that shows the list of service appointments with various details such as status, priority, or assigned resource[218]. Filtering is a feature that allows narrowing down the list of records based on specific criteria such as date, status, or territory[219]. Using the Preventative Maintenance Gantt and filter the list to show only desired work orders and using the Dispatcher Console Appointment list and filter the list to show

only desired service appointments would allow Universal Containers' Managers to monitor Preventative Maintenance work orders using the Dispatcher Console by showing them the preventive maintenance service appointments on a Gantt chart or a list view and allowing them to apply filters to see only the relevant records[220]. Using the Dispatcher Console Map and filter the list to show only desired service appointments would not allow Universal Containers' Managers to monitor Preventative Maintenance work orders using the Dispatcher Console. The Dispatcher Console Map is a view within the Dispatcher Console that shows the locations of service appointments and resources on a map[221]. Using the Dispatcher Work Order Polygon and filter the list to show only desired service appointments would not work because there is no such feature as Dispatcher Work Order Polygon. Reference:

https://help.salesforce.com/s/articleView?id=sf.fs_gantt_preventive_maintenance_overview.htm&type=5

https://help.salesforce.com/s/articleView?id=sf.fs_gantt_appointment_list_overview.htm&type=5

https://help.salesforce.com/s/articleView?id=sf.fs_gantt_filter_overview.htm&type=5

https://help.salesforce.com/s/articleView?id=sf.fs_gantt_preventive_maintenance_view.htm&type=5

https://help.salesforce.com/s/articleView?id=sf.fs_gantt_map_overview.htm&type=5



To Get Premium Files for Field-Service-
Consultant Visit

<https://www.p2pexams.com/products/field-service-consultant>



For More Free Questions Visit

<https://www.p2pexams.com/salesforce/pdf/field-service-consultant>

