



Free Questions for [Field-Service-Consultant](#) by [certsdeals](#)

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Question 1

Question Type: MultipleChoice

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?

Options:

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

Answer:

C

Explanation:

This option should be recommended to control the technicians' view of work orders and appointments in the field service lightning mobile app, as it allows customizing which fields are displayed on different screens of the app. Reference:

Question 2

Question Type: MultipleChoice

Universal Containers wants to 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 two.)

Options:

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

Answer:

A, C

Explanation:

These two ways should be recommended to track these inventory requirements in Salesforce, as they allow specifying which products are needed for work orders or work order line items and updating the inventory accordingly. Reference: https://help.salesforce.com/s/articleView?id=sf.fs_products_required.htm&type=5

Question 3

Question Type: MultipleChoice

Customer relationships and reliable service are the main focus this year at Ursa Major Solar. Management has asked that once a technician has serviced a customer, they continue to service that customer when possible.

What should the consultant recommend to meet this requirement?

Options:

- A- Designate a Skill-based resource to the Work Order.
- B- Assign a Preferred status Resource Preference to the Account.
- C- Configure an account preference on the Service Resource record.
- D- Include the Required Resource work type in Scheduling Policies.

Answer:

B

Explanation:

This option should be recommended to meet this requirement, as it allows specifying which service resources are preferred by customers or accounts when scheduling service appointments. Reference:
https://help.salesforce.com/s/articleView?id=sf.fs_resource_preferences.htm&type=5

Question 4

Question Type: MultipleChoice

Universal Containers provides maintenance and emergency services to its customers. Sending Technicians

to emergency calls during the day causes long travel times and reduces the number of appointments that a Technician can complete.

Which feature should the Consultant use to reduce travel time and increase Technician productivity?

Options:

- A- Reschedule Appointment
- B- Fill-in Schedule
- C- Resource Schedule Optimization
- D- Fix Overlaps

Answer:

C

Explanation:

This feature should be used to reduce travel time and increase technician productivity by automatically scheduling service appointments based on predefined criteria and objectives, such as minimizing travel distance or maximizing utilization. Reference: https://help.salesforce.com/s/articleView?id=sf.fs_optimizer_overview.htm&type=5

Question 5

Question Type: MultipleChoice

Which configuration can Universal Containers use to brand the Salesforce Field Service mobile app?

Options:

- A- Company style sheets
- B- Company address
- C- Company logo
- D- Company colors

Answer:

C

Explanation:

This configuration can be used to brand the Salesforce Field Service mobile app by uploading a custom logo image that appears on the app's login screen and navigation bar. Reference: https://help.salesforce.com/s/articleView?id=sf.fs_mobile_branding.htm&type=5

Question 6

Question Type: MultipleChoice

Which object can be used to share Service Appointments with Service Resources in Salesforce Field Service?

Options:

- A- Service Territory
- B- Work Order
- C- User Territory
- D- Service Territory Member

Answer:

A

Explanation:

This object can be used to share service appointments with service resources in Salesforce Field Service by assigning service resources to service territories and assigning service appointments to the same service territories. Reference: https://help.salesforce.com/s/articleView?id=sf.fs_service_territories.htm&type=5

Question 7

Question Type: MultipleChoice

Universal Containers (UC) normally focuses on minimizing travel. Weather can cause situations that require expedited on-site service.

How should a Consultant recommend UC handle unplanned service during times of severe weather?

Options:

- A- Postpone all lower-priority jobs and extend Due Dates.
- B- Configure an Emergency Policy and use the Emergency Wizard.
- C- Manually flag Service Appointments as 'In Jeopardy' due to weather.
- D- Configure a new Service Level for immediate assignment.

Answer:

B

Explanation:

This option allows handling unplanned service during times of severe weather by creating a policy that overrides the existing scheduling policy and using a wizard to reschedule service appointments based on the emergency policy. Reference: https://help.salesforce.com/s/articleView?id=sf.fs_emergency_wizard.htm&type=5

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