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Question 1

Question Type: MultipleChoice

Northern Trail Outfitters wants to report on its Assets and reflect their attributes including hierarchical relationships.

How should the Consultant meet this requirement?

Options:

- A- Use the Assets without Products report.
- B- Use standard reports and reference the Parent Asset and Root Asset fields.
- C- Create custom reports and reference the Parent Asset and Root Asset fields.
- D- Enable and customize the View Asset Hierarchy action.

Answer:

B

Explanation:

This option allows reporting on assets and their attributes, including hierarchical relationships, by using the standard asset reports and fields. Reference: https://help.salesforce.com/s/articleView?id=sf.fs_asset_hierarchy.htm&type=5

Question 2

Question Type: MultipleChoice

Which three objects are associated to the Work Type? Choose 3 answers

Options:

- A- Skill Requirements
- B- Resources
- C- Service Appointments
- D- Articles
- E- Products Required

Answer:

A, C, E

Explanation:

These three objects are associated to the work type, as they define the skills, products, and service appointments that are related to the type of work performed. Reference: https://help.salesforce.com/s/articleView?id=sf.fs_work_types.htm&type=5

Question 3

Question Type: MultipleChoice

Universal Containers is implementing Work Order Management to better support its clients.

Which two approaches should the Consultant consider to create work skills for the Service Resources?

Choose TWO answers

Options:

A- Create the work skills using the FSL Lightning Web Component. Assign the skills to Service Resources. Add the skill to Work Types and Work Orders.

B- Create the work skills using the Guided Setup wizard. Assign the skills to Service Resources using Guided Setup.

C- Create the work skills using the FSL Lightning Managed Package wizard. Assign the skills to Service Resources. Add the skill to Work Types and Work Orders.

D- Create the work skills using Setup. Manually as Resources.

Answer:

B, D

Question 4

Question Type: MultipleChoice

Universal Containers wants to track the time a Service Resource spends on each step of more complex repair jobs. This time could include travel, prep and on-site time.

How could the Service Resource's Time Sheet be

configured to track the total time spent on each step?

A, Relate the Time Sheet Entries to the Service Appointment.

Options:

- B-** Relate the Time Sheet to the Service Appointment.
- C-** Relate the Time Sheet to the Work Order Line Item.
- D-** Relate the Time Sheet Entries to the Work Order Line Item.

Answer:

D

Explanation:

This option allows tracking the time spent on each step of the work order line item and associating it with the time sheet entry record.

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

Question 5

Question Type: MultipleChoice

Universal Containers (UC) wants to schedule Work Orders only if Technicians have the necessary qualifications to complete the designated work.

In which two ways can UC achieve this?

Choose ? answers

Options:

- A- Leverage the Match Skills Work Rule when scheduling appointments.
- B- Leverage the Match Skills Scheduling Policy when scheduling appointments.
- C- Create Skills that relate to qualifications from Setup and assign them to a Service Resource.
- D- a Create Skills that relate to qualifications from the Skills tab and assign them to a Service Resource.

Answer:

A, D

Explanation:

These two options allow creating skills that represent qualifications and assigning them to service resources and work orders, and using a work rule to match skills when scheduling appointments. Reference:

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

Question 6

Question Type: MultipleChoice

Universal Containers needs to send Technicians into the field to service containers. It takes two Technicians with specialized skills to complete the work at the same time.

How should a Consultant implement this requirement?

Options:

- A- Create a crew with two Technicians.
- B- Create a work rule with two required skills.
- C- Create a single Service Appointment.
- D- Create two Service Crews.

Answer:

A

Explanation:

This option allows creating a service resource that represents a group of technicians who work together on the same service appointment. Reference: https://help.salesforce.com/s/articleView?id=sf.fs_crew_management.htm&type=5

Question 7

Question Type: MultipleChoice

One of Universal Containers's customers allows maintenance only between 12 PM -1:00 PM.

On which object should a Consultant set Operating Hours to meet this requirement?

Options:

- A- Service Territories
- B- Service Territory Members
- C- Service Appointments
- D- Accounts

Answer:

D

Explanation:

This option allows setting operating hours for accounts to specify when service can be performed for customers. Reference: https://help.salesforce.com/s/articleView?id=sf.fs_operating_hours.htm&type=5

Question 8

Question Type: MultipleChoice

Each door lock that Universal Containers (UC) sells has a unique 20 digit code. The code represents the manufacturer, production run, and production number.

UC needs to track each lock. In addition to the installed locks, all Technicians carry five replacement units in their van stock,

How should UC track the van stock door locks?

Options:

- A-** Create a product item and enter the serial numbers in the related list.
- B-** Create a product item with all the serial numbers in the notes section.
- C-** Create a product item for each door lock utilizing standard fields.
- D-** Create a product item and enter the Technicians' lock quantity.

Answer:

C

Explanation:

This option allows tracking each door lock as a unique product item with its own serial number and inventory location. Reference: https://help.salesforce.com/s/articleView?id=sf.fs_product_items.htm&type=5

Question 9

Question Type: MultipleChoice

Northern Trail Outfitters (NTO) asks its clients for feedback on every service visit. NTO wants to dispatch the appropriate Technicians based on customer feedback.

What are two ways the Consultant can meet this requirement?

Choose ? answers

Options:

- A-** Configure and add excluded and required resource Work Rules to scheduling policies.
- B-** Configure resource preferences on the Account or Work Order.
- C-** Configure and add excluded and required resource business objectives to scheduling policies.
- D-** Configure customer preferences on the Service Resource record.

Answer:

A, B

Explanation:

These two ways allow dispatching the appropriate technicians based on customer feedback, as they allow defining which resources are preferred or avoided by customers or accounts. Reference:

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

Question 10

Question Type: MultipleChoice

Universal Containers's Technicians have 12 mandatory company holidays each calendar year. Technicians need to view all of their absence records at once. Which two applications should a Consultant recommend to meet this requirement? Choose 2 answers

Options:

- A- Salesforce browser-based application
- B- Salesforce Field Service mobile application
- C- Custom mobile application
- D- Salesforce mobile application

Answer:

A, B

Explanation:

These two applications allow viewing all of the absence records at once, as they support displaying related lists on objects such as service resources or service territories. Reference: https://help.salesforce.com/s/articleView?id=sf.fs_absences_overview.htm&type=5

Question 11

Question Type: MultipleChoice

Which two considerations impact the scheduled timeframe of Multi-day Work?

Choose 2? answers

Options:

- A- Assigned Resource
- B- Homebase Travel
- C- Resource Skill Level
- D- Break Duration

Answer:

A, D

Explanation:

These two considerations impact the scheduled timeframe of multi-day work, as they affect the availability and capacity of the resource assigned to the work. Reference: https://help.salesforce.com/s/articleView?id=sf.fs_multi_day_work.htm&type=5

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