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# Question 1

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**Question Type:** MultipleChoice

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Universal Containers (UC) wants to ensure that Technicians enter required information only once when completing Work Orders on the Salesforce Field Service

mobile app. The information entered by Technicians needs to also update the Service Appointment and the Case that are associated to the Work Order.

What should a Consultant leverage to ensure the right data is captured from the Salesforce Field Service mobile app?

## Options:

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- A-** Quick Actions that launch a Flow on Cases, Work Orders and Service Appointments with required fields.
- B-** Process Builder on Case to update the Service Appointment and Work Order.
- C-** oO Quick Action on the Work Order that launches a Flow to update the Work Order, Case, and Service Appointment.
- D-** Lightning Component with required fields to update the Case, Work Order and Service Appointment.

## Answer:

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C

## **Explanation:**

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This option allows capturing the required information on the work order and updating the related case and service appointment records using a flow. Reference: [https://help.salesforce.com/s/articleView?id=sf.fs\\_mobile\\_quick\\_actions.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_mobile_quick_actions.htm&type=5)

## **Question 2**

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### **Question Type: MultipleChoice**

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Which two objects are required when configuring an optimization job? Choose 2? answers

### **Options:**

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- A-** Service Territory
- B-** Scheduling Policy
- C-** Work Type
- D-** Polygons

### **Answer:**

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A, B

**Explanation:**

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These two objects are required when configuring an optimization job, as they define the scope and the criteria for the optimization process. Reference: [https://help.salesforce.com/s/articleView?id=sf.fs\\_optimizer\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_optimizer_overview.htm&type=5)

## Question 3

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**Question Type: MultipleChoice**

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Universal Containers has a call center that responds to requests from customers and schedules time for Field Service Engineers (FSEs) to perform work on assets owned by the client. Call Center Agents are responsible for booking appointments.

Which permission set license should be assigned to the Call Center Agents?

**Options:**

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**A-** FSL Resource License

**B-** FSL Admin License

**C-** FSL Agent License

**D-** FSL Dispatcher License

**Answer:**

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C

**Explanation:**

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This option allows booking appointments, creating work orders, and viewing work types and work rules, which are the tasks that call center agents are responsible for. Reference: [https://help.salesforce.com/s/articleView?id=sf.fs\\_permission\\_sets.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_permission_sets.htm&type=5)

## Question 4

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**Question Type:** MultipleChoice

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Universal Containers has discovered that many of its Technicians' initial visits require a return visit to complete the work.

Which two approaches should a Consultant recommend to accurately track these visits?

Choose TWO answers

A, Create a new Work Order and Service Appointment.

**Options:**

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- B-** Reschedule the Work Order for the new date.
- C-** Reschedule the Service Appointment for the new date.
- D-** Create a new Service Appointment on the original Work Order.

**Answer:**

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C, D

**Explanation:**

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Creating a new Service Appointment on the original Work Order is the best option because it will allow Universal Containers to track the work that was done on the initial visit and the work that needs to be done on the return visit. Rescheduling the Service Appointment for the new date is also a good option because it will allow Universal Containers to track the date and time of the return visit.

The other two options are not as good because they will not allow Universal Containers to track the work that was done on the initial visit. Creating a new Work Order and Service Appointment would create a new record for the return visit, which would not be linked to the original Work Order. Rescheduling the Work Order for the new date would reschedule the entire Work Order, including the initial visit, which would not be accurate.

## Question 5

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### Question Type: MultipleChoice

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Universal Containers (UC) provides services to multiple machines installed at customer sites. Each machine has different issues that need to be fixed. UC wants to track progress, different parts used, and time spent on each machine when dispatching a Technician.

How should the Consultant meet these requirements?

### Options:

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- A-** Each Asset will have a Service Appointment that will represent the work needed for each machine.
- B-** Work Orders will have multiple Work Order Line Items. Each Work Order Line Item will be linked to the Asset and have a Service Appointment.
- C-** Work Orders will have multiple Service Appointments. Each Service Appointment will be linked to the Asset.
- D-** Each Account will have a Service Appointment that will represent the work to be done at the customer site.

### Answer:

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B

### Explanation:

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This option allows tracking the required work for each machine separately, and scheduling a service appointment for each work order line item. Reference: [https://help.salesforce.com/s/articleView?id=sf.fs\\_work\\_order\\_line\\_items.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_work_order_line_items.htm&type=5)

## Question 6

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**Question Type:** MultipleChoice

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Universal Containers's Dispatchers want to visualize the planned travel route for a Technician during their shift.

Which feature should the Consultant recommend to meet the requirement?

### Options:

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- A- Service Appointment Reports
- B- Service Resource Dashboard
- C- Street-level Routing
- D- Aerial Routing

### Answer:

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C

**Explanation:**

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This option allows visualizing the planned travel route for a technician on a map, based on the street-level directions and traffic conditions. Reference: [https://help.salesforce.com/s/articleView?id=sf.fs\\_street\\_level\\_routing.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_street_level_routing.htm&type=5)

## Question 7

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**Question Type: MultipleChoice**

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To prepare for an upgrade, a mobile technician creates a product request for three circuit boards to be sent from the main warehouse to the customer site. The completed job needs two of the boards. Which two Field Service tools should the technician use to return the unused circuit board to the warehouse? Choose TWO answers

**Options:**

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A- Work Order

B- Return Order

c. Product Transfer

**D-** Product Receipt

**Answer:**

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B, D

**Explanation:**

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The technician would use a Return Order to create a return for the unused circuit board. The Return Order would specify the quantity of the product being returned, the reason for the return, and the shipping address. The technician would then use a Product Receipt to record the receipt of the returned product. The Product Receipt would specify the quantity of the product received, the condition of the product, and the location of the product.

The other two options are incorrect because they are not used to return products. A Work Order is used to track the work that needs to be done on a product or service. A Product Transfer is used to move products from one location to another.

## Question 8

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**Question Type:** MultipleChoice

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Universal Containers (UC) schedules jobs that require multiple steps when on-site. UC wants to add a new status to the existing status flow.

Which two configurations should the Consultant set up to meet this requirement?

Choose ? answers

A, Add the Status Transitions to the Technicians' Profile.

**Options:**

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**B-** Add new Status to the Service Appointment.

**C-** Add new status to Status Transitions.

**D-** Add new Status to the Case.

**Answer:**

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B, C

**Explanation:**

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hese two configurations allow adding a new status to the existing status flow for Service Appointments, and defining which statuses can transition to or from the new status. Reference: [https://help.salesforce.com/s/articleView?id=sf.fs\\_status\\_transitions.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_status_transitions.htm&type=5)

## Question 9

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**Question Type:** MultipleChoice

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Universal Containers has implemented a Flow that allows Technicians to replace faulty or damaged Assets directly from within the Salesforce Field Service mobile app.

Once a replacement has been made, where can the Asset Relationships be viewed?

### Options:

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- A- Only the Primary Assets related list on the Asset object
- B- Only the Primary Assets related list on the Work Order object
- C- Both the Primary Assets and Related Assets related lists on the Work Order object
- D- Both the Primary Assets and Related Assets related lists on the Asset object

### Answer:

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D

### Explanation:

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This option allows viewing the asset relationships on the Asset object, where the primary asset is the parent asset and the related assets are the child assets. Reference: [https://help.salesforce.com/s/articleView?id=sf.fs\\_asset\\_relationships.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_asset_relationships.htm&type=5)

## Question 10

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**Question Type:** MultipleChoice

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Universal Containers (UC) is rolling out Inventory Management to better manage parts and inventory. UC wants to automatically associate certain parts and products to Work Orders upon creation based on the work to be performed.

How should the Consultant meet this requirement?

### Options:

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- A-** Add Products to the Products Required Related List on the Asset object.
- B-** Add Products to the Work Order Products Related List on the Asset object.
- C-** Add Products to the Products Required Related List on the Work Type object.
- D-** Add Products to the Work Order Products Related List on the Work Type object.

**Answer:**

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C

**Explanation:**

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This option allows automatically associating certain products to Work Orders based on the work type selected, and generating Work Order Line Items for those products. Reference: [https://help.salesforce.com/s/articleView?id=sf.fs\\_work\\_types.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_work_types.htm&type=5)

## Question 11

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**Question Type: MultipleChoice**

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Northern Trail Outfitters (NTO) wants to automatically dispatch a Technician's next two Service Appointments after the Technician completes their current Service Appointment. NTO wants to be consistent across all of the Service Territories and control the number of Service Appointments that are pushed to the Technician.

What automated processing should the Consultant configure upon Work Order completion to dispatch the next two Appointments?

**Options:**

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- A- Build a Workflow Rule.
- B- Create an Apex Trigger.
- C- Enable Drip feed Dispatch.
- D- Configure an Auto Dispatch Scheduled Job.

**Answer:**

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C

**Explanation:**

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This option allows automatically dispatching a certain number of Service Appointments to a technician after they complete their current one, based on a predefined criteria. Reference: [https://help.salesforce.com/s/articleView?id=sf.fs\\_drip\\_feed\\_dispatch.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_drip_feed_dispatch.htm&type=5)

## Question 12

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**Question Type:** MultipleChoice

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The Org-Wide Default sharing for a Service Appointment is set to Private.

If the Service Appointment is cancelled, which users will have visibility to the record?

### **Options:**

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- A-** Owner of Service Appointment and members of User Territory
- B-** Assigned Resources, Owner of Service Appointment and members of Service Territory
- C-** Assigned Resources, Owner of Service Appointment and members of User Territory
- D-** Owner of Service Appointment and members of Service Territory

### **Answer:**

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B

### **Explanation:**

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This option reflects the sharing rules for Service Appointments, which grant access to the assigned resources, the owner of the record, and the members of the service territory associated with the record. Reference:  
[https://help.salesforce.com/s/articleView?id=sf.fs\\_sharing\\_rules.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_sharing_rules.htm&type=5)



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