

Free Questions for Field-Service-Consultant

Shared by Mcdaniel on 04-10-2024

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Question 1

Question Type: MultipleChoice

At Northern Trail Outfitters (NTO), agents are expected to complete a variety of tasks. They create cases and work orders, and need Read access to work types and work rules. They also book and manage appointments, assign mobile resources, and optimize their mobile workforce's schedule.

What is the best permission set(s) a consultant should recommend assigning to NTO agents?

Options:

- A- Dispatcher
- B- Agent and Resource
- C- Agent
- D- Mobile, Agent, and Resource

Answer:

C

Explanation:

The Agent permission set gives access to create cases and work orders, view work types and work rules, book and manage appointments, assign mobile resources, and optimize schedules. Reference:

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

Question 2

Question Type: MultipleChoice

Which two scenarios are fully supported by Maintenance Plans?

Choose 2? answers

Options:

A- Appointments on the first Tuesday of the month

B- Site inspections during the first week of the 'year

C- Quarterly sales visits to a customer

D- Weekly recurring appointments at 8:00 AM

Answer:

A, D

Explanation:

These two scenarios are fully supported by Maintenance Plans, which allow creating recurring work orders and service appointments based on various criteria. Reference: https://help.salesforce.com/s/articleView?id=sf.fs_maintenance_plans_overview.htm&type=5

Question 3

Question Type: MultipleChoice

A customer wants to return a defective product instead of scheduling a Service Appointment.

How should this product be tracked in Salesforce Field Service?

Options:

- A- Create a Work Order and Work Order Line Item.
- B- Create a Return Order and Return Order Line Item.
- C- Create a Product Request and Product Request Line Item.
- D- Create a Return Order and relate it to the Product.

Answer:

B

Explanation:

This option allows tracking the return of a defective product and its replacement with a new one, if applicable. Reference: https://help.salesforce.com/s/articleView?id=sf.fs_return_orders_overview.htm&type=5

Question 4

Question Type: MultipleChoice

Universal Containers operates in a highly regulated industry. Technicians must conduct quarterly inspections for all customers in their region. Each inspection

should be completed within a single visit and include all installed assets on site.

Which two Maintenance Plan settings should the

Consultant recommend? Choose 2 answers

Options:

A- Service Appointment Generation Method = One Service Appointment per Work Order

B- Work Order Generation Method = One Work Order per Asset

C- Work Order Generation Method = One Work Order Line Item per Asset

D- Service Appointment Generation Method = One Service Appointment per Work Order Line Item

Answer:

A, C

Explanation:

These two settings ensure that each inspection is completed within a single visit and includes all installed assets on site. Reference: https://help.salesforce.com/s/articleView?id=sf.fs_maintenance_plans_overview.htm&type=5

Question 5

Question Type: MultipleChoice

At Universal Containers, the Service Territory member's time zone is one hour behind the Service Territory time zone.

How should the Consultant ensure proper scheduling and optimization for the member?

Options:

- A-** Add one hour to the start and end times on the Service Territory.
- B-** Change the time zone on the Service Territory Member's user record to match the Service Territory's time zone.
- C-** Add one hour to the start and end times on the Service Territory Member's Operating Hours.
- D-** Subtract one hour from the start and end times on the Service Territory.

Answer:

C

Explanation:

This option ensures that the service territory member's operating hours are aligned with the service territory's time zone, and avoids scheduling conflicts or gaps. Reference: https://help.salesforce.com/s/articleView?id=sf.fs_operating_hours.htm&type=5

Question 6

Question Type: MultipleChoice

Northern Trail Outfitters (NTO) wants to use crews to service its customers. NTO's consultant recommends using the Crew Management tool to create and maintain the crews, and indicates that access to the tool is given via a permission set.

Which two permission sets should give a user access to the Crew Management tool?

Choose ? answers

Options:

- A- FSL Agent Permissions
- B- FSL Dispatcher Permissions
- c. FSL Admin Permissions

D- FSL Resource Permissions

Answer:

B

Explanation:

These two permission sets give access to the Crew Management tool, which allows creating and managing crews and crew members.

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

Question 7

Question Type: MultipleChoice

How should the Consultant recommend visualizing the highest revenue generating Service Appointments on the

Gantt?

Options:

- A- Use Map Report Layers.
- B- Color code using Gantt Palettes.
- C- Create a Gantt Action to highlight.
- D- Add the relevant field to the Field Set.

Answer:

B

Explanation:

Gantt Palettes allow the dispatcher to color code service appointments based on any field value, such as revenue or priority. Reference: https://help.salesforce.com/s/articleView?id=sf.fs_gantt_palettes.htm&type=5

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