

Salesforce.Field-Service-Consultant.v2023-02-20.q101

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NEW QUESTION: 1

Universal Containers wants to schedule deliveries using Salesforce Field Service. Each delivery requires that an installation and safety inspection be performed by different Technicians during the same day. The safety inspection needs to be executed after the installation is complete.

How should the Consultant use Complex Work to meet this requirement?

- A. Define Same Resource and Same Start dependencies.
- B. Define Start After Finish and Same Day dependencies.
- C. Define a Same Start dependency.
- D. Define a Start After Finish dependency.

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 2

Which three factors should the consultant consider when recommending a routing option?

Choose 3 answers

- A. Multiday work schedule only aerial routing.
- B. Aerial Routing is used if a service appointment requires a travel distance of more than 100 kilometres
- C. Aerial routing is used if a service appointment requires a travel distance of more than 200 kilometres
- D. Aerial routing computes the shortest distance between two locations based on a straight-line route
- E. Street level routing incorporates Google map api and run faster than aerial routing

Answer: A,B,D ([LEAVE A REPLY](#))

NEW QUESTION: 3

universal container UC want to track the asset lifecycle when equipment has been snapped out What should a consultant recommend to meet this requirement?

- A. Add the related asset related list to the asset page and configure the asset relationships object
- B. Add the related asset related list to the asset page and configure the product request object
- C. Add the field history tracking related list to the assets page and configure the asset relationships object
- D. Add the field history tracking related list to the asset page and configure the product request object

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 4

time sheet entries can be associated to which two objects? Choose 2 answer

- A. Work order
- B. Work order line item
- C. Service resource
- D. assigned resources

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 5

universal container want to dispatch group of service appointment to there technician the number of service appointment dispatched at the time varies among different services territories Which two settings should a consultant enable to ensure the service appointments?
are dispatched correctly?

- A. Set the service appointment to dispatch in the field service settings
- B. Enable drip feed dispatching in field service settings
- C. Set the number of services to drip feed on the service territories
- D. Enable sharing or dispatch service appointments

Answer: B,C ([LEAVE A REPLY](#))

NEW QUESTION: 6

Universal Containers has installed base equipment that requires specific expertise to install or decommission. Additionally, the effort can vary significantly based on equipment type. What solution should a Consultant recommend to efficiently manage installation and decommission work?

- A. Skill Requirements and Entitlements
- B. Work Types and Skill Requirements
- C. Milestones and Service Appointments
- D. Validation Rules and Work Types

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 7

Universal Containers is tracking customer issues in their call center. Sometimes this requires a technician to be on site at the Customer's location. What set of steps should a Consultant recommend to dispatch the technician?

- A.** Create Work Order, Create Case, Dispatch Work Order, Create Service Appointment.
- B.** Create Case, Create Work Order, Create Service Appointment, Dispatch Service Appointment.
- C.** Create Case, Create Service Appointment, Create Work Order, Dispatch Service Appointment.
- D.** Create Service Appointment, Create Work Order, Create Case, Dispatch Service Appointment.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 8

What is the most efficient way for a Consultant to keep Technicians proactively informed about updates to their Service Appointments and Work Orders in the Field Service mobile app?

- A.** Enable Notifications in Field Service Settings.
- B.** Utilize Triggers to send emails to relevant users.
- C.** Utilize Schedules Jobs from the Field Service Admin app.
- D.** Enable Push Notifications in the Service Console app.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 9

universal containers technician may be assigned to jobs with arrival window to meet the costumer appointment time preference technicians are also assigned to jobs without a preferred appointment time In which two ways should the consultant define operation house to meet this requirement Choose 2 answers

- A.** The due date of the service appointment
- B.** The time slots for appointment booking
- C.** The maintenance plan for account
- D.** When service resources are available for work

Answer: A,B ([LEAVE A REPLY](#))

NEW QUESTION: 10

Universal Containers wants to implement Service Level Agreements (SLA) for Work Orders.

Which three considerations should the Consultant take into account?

Choose 3 answers

- A. Milestones for Work Orders can be configured in Setup.
- B. A single Milestone can be added to both Case and Work Order Entitlement Processes.
- C. An Entitlement Process must be applied to both Cases and Work Orders.
- D. Milestones for Work Orders can be set up from the metadata API.
- E. A new Entitlement Process requires selecting a single Entitlement Process Type.

Answer: B,D,E ([LEAVE A REPLY](#))

NEW QUESTION: 11

Universal Containers has Role-based Technicians and Managers who handle Service Appointments. Many times, Technicians arrive on-site but are unable to gain access to the customer's equipment. In this scenario, only the Manager has permission to cancel the Service Appointment. How should a Consultant recommend adhering to this business process?

- A. Limit Status Transitions based on Profile.
- B. Allow Status Transitions based on Role.
- C. Assign Permission Sets that allow Status Transitions.
- D. Configure Status Transitions based on Resource Type.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 12

Universal Containers wants to ensure that Service Appointments are dispatched to Resources from the same Service Territory only. How can this be configured?

- A. Mark the Service Territory's Resources as Required on the Service Appointments.
- B. Include the Resource Availability Work Rule in the Scheduling Policy.
- C. Include the Match Territory Work Rule in the Scheduling Policy.
- D. Ensure the Resource's Address is in the same Match Territory as the Service Appointments.

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 13

universal container UC uses two contractors 1 and contractor 2 to perform repair work contractor 1 has provided service for UC for longer period time and considered to have more repair work expertise then contractor 2 How should a consultant configure the contractors experience?

- A. Assign contractors 1 and 2 as excluded resources
- B. Assign contractors 1 and 2 preferred source
- C. Assign contractors 1 and 2 different capacities of repair work
- D. Assign contractors 1 and 2 different skill levels for repair works

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 14

A Universal Containers' (UC) Technician is completing a service appointment, but is unable to finish one of the tasks defined on the Work Order Line Items because of insufficient Inventory. Assuming UC is using the standard Work Order and Line Item status picklist values, how should the work be recorded?

A. Mark all completed Work Order Line Items as "Completed." Mark the incomplete Work Order Line Item as "Cannot Complete," and enter details in the Description field. Mark the parent Work Order as "Cancelled."

B. Mark all completed Work Order Line Items as "Completed." Mark the incomplete Work Order Line Item as "Cannot Complete" and enter details in the Description field. Mark the parent Work Order as "Closed"

C. Mark all completed Work Order Line Items as "Completed." Mark the incomplete Work Order Line Item as "Cannot Complete" and enter details in the Description field. Mark the parent Work Order as "Cannot Complete".

D. Mark all Work Order Line Items as "Cannot complete," including the incomplete Work Order Line Item; mark the parent Work Order as "In Progress."

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 15

universal container wants its technician to follow a standard operating procedure (S O P) while performing maintenance on an individual asset. Each operation should be captured independently to allow technician to enter note and update status they progress with the work preventative maintenance should be with a single visit Which data model should the consultant recommend to the universal container?

A. Work order to represent the preventative maintenance on the asset - work order line item to represent the different operations - service appointment to represent the visit

B. Work order line item represent the preventative Maintenance on the asset - work order represent the different operations- service appointment to represent visit

C. Service appointment to represent ante the preservative maintenance on the asset - work order line item to represent the different operations - work order to represent the visit

D. Work order to represent the preventative maintenance on the asset - service appointment to represent the different operations - work order line item to represent the visit

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 16

Universal Containers wants to standardize creation of Work Orders. Historically, Work Orders have been set up with the incorrect skills and estimated time to completion.

What should a Consultant utilize to meet this requirement

A. Entitlements

B. Work Order Record Types

C. Entitlement Templates

D. Work Types

Answer: D ([LEAVE A REPLY](#))

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NEW QUESTION: 17

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?

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

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 18

A Technician at Universal Containers (UC) is responsible for servicing multiple Assets at a customer site during a single visit. UC wants to minimize impact for the customer and consolidate work for its Technician.

What should the Consultant recommend to meet this requirement?

- A. Create a single Work Order with Work Order Line Items for each Asset, each with a Service Appointment.
- B. Create designated Time Slots to ensure appropriate time is held to accommodate these types of visits.
- C. Create and schedule independent Work Orders for each Asset, each with a Service Appointment.
- D. Create and schedule a Service Appointment with a single Work Order with Work Order Line Items for each Asset.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 19

Which two configurations can companies add to brand the Field Service mobile app?

- A. Company Colors
- B. Company logo
- C. Company address
- D. Company style sheets

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 20

Universal Containers wants to ensure that Service Appointments are only assigned to Resources who are Active. What configuration should a Consultant recommend for the Scheduling Policy?

- A. Preferred Resource
- B. Match Boolean
- C. Required Resource
- D. Match Fields

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 21

Universal Containers (UC) wants to better understand their service business and Field Service Technician terms' schedules. A Consultant suggested UC start to forecast and plan. Which two abilities does forecasting and planning provide?

- A. More accurately assign Work Orders based on skills.
- B. More consistently meet customer response times.
- C. Proactively adjust to address demand fluctuations.
- D. Proactively adjust Service Contracts.

Answer: A,C ([LEAVE A REPLY](#))

NEW QUESTION: 22

Universal containers has a large volume of cancellations occurring on their Work Orders. The COO wants to manage Work Order cancellations and subsequent follow-ups. Which two options should a Consultant recommend? Choose 2 answers.

- A. Re-use the existing Work Order for the follow-up.
- B. Change the Work Order with a closed status of "Cancelled."
- C. Create a child Work Order for the follow-up Work Order.
- D. Change the Work Order with a status of "New."

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 23

Universal Containers has identified a business process in which a Customer Support Agent reviews an existing Work Order and needs to associate an additional part to the order for the Technician to successfully complete the job.

How should a Consultant support this process?

- A. Add a new Product Required to the Work Type. 2
- B. Add a new Product Required to the Work Order.
- C. Add a new Product Consumed to the Work Order.
- D. Add a new Product Consumed to the Work Rule. Seer

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 24

Containers wants to offer their Field Technicians a more limited view of Work Orders and Service Appointments in the Field Service mobile app compared to their Dispatchers. What should a Consultant recommend so the Field Technician sees only the necessary fields?

- A. Field Technician Visualforce Pages
- B. Field Technician Mini-Page Layouts
- C. Field Technician Page Layouts
- D. Field Technician Field Sets

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 25

Universal Containers wants to track the total associated price when servicing Work Order for customers. Which two of the following should a Consultant recommend? Choose 2 answers

- A. Use a custom object to model the Work Order pricing.
- B. Use Work Order and Work Order Line Items.
- C. Use the Einstein Pricing Configurator.
- D. Set up Products and Price Books.

Answer: B,D ([LEAVE A REPLY](#))

NEW QUESTION: 26

When a Universal Containers (UC) Technician installs a product at a customer site, the Technician must perform all future work for that customer.

Which process should the Consultant use to meet this requirement?

- A. Add the Resource as a Required Resource on the Contact.
- B. Add the Resource as a Preferred Resource on the Work Order.
- C. Add the Resource as a Required Resource on the Account.
- D. Add the Resource as a Preferred Resource on the Asset.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 27

Universal Containers want to implement service legal agreements (SLA) for work Order. Which three considerations should the consultant take into account?

- A. A single milestone can be added to both case and work order entitlement processes.
- B. A new entitlement process requires selecting entitlement process type.
- C. Milestones for the work orders can be set up from the metadata API
- D. An entitlement process must be applied to both cases and work order
- E. Milestone of the work orders can be configured in setup.

Answer: A,B,E ([LEAVE A REPLY](#))

NEW QUESTION: 28

Universal Containers wants their Field Technicians to indicate if any of their Service Appointments are at risk of not being completed on time. They would like for this to be achieved on a mobile device using a Quick Action. What should a Consultant recommend to achieve this requirement?

- A. Update the Service Appointment Status field.
- B. Update the Service Appointment field "In Jeopardy."
- C. Update the Service Appointment Chatter feed.
- D. Reschedule the Service Appointment for later.

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 29

Universal Containers is looking to implement Entitlement Management to meet the following requirements:

- 1) Any employee from the customer account is eligible for support.
- 2) Specific purchased products are eligible for support.

What Objects should be set up for Entitlement Management?

- A. Contacts and Service Contracts
- B. Accounts and Service Contracts
- C. Contracts and Assets
- D. Accounts and Assets

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 30

A Consultant is helping Universal Containers define its mobile approach.

Which requirement would lead a Consultant to recommend the Salesforce Field Service mobile app instead of the Salesforce mobile app?

- A. Support service processes with custom Lightning Components
- B. Access to Lightning Knowledge articles
- C. Manage mobile fields available through configuration
- D. Visibility of Technicians with geolocation tracking

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 31

Universal containers (UC) wants to deploy knowledge to its field team.

How should UC ensure its technicians can access knowledge articles offline?

- A. Use the salesforce Mobile App with deep linking to the field service lightning Mobile App.
- B. Use work types to assign associated articles to work order.
- C. Create a custom Mobile App that syncs articles based on service appointment assignments.
- D. Write a workflow that associates articles to work orders based on a picklist on the work order.

Answer: B ([LEAVE A REPLY](#))

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NEW QUESTION: 32

Universal Containers' (UC) product named "Widget 1" should always receive phone support when an issue is logged against the product. A UC customer calls regarding an issue on "Widget 1" at their location. What should be implemented to ensure the customer's case automatically receives remote technical support?

- A. Create an Entitlement Template on the Product.
- B. Create a Visualforce Page on the Case.
- C. Create a Workflow Rule on the Case.
- D. Create a Milestone on the Product.

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 33

Geolocation tracking is enabled for universal container's for technician but should apply to full time employees How can Geolocation tracking for contractors to be disabled?

- A. Add the exclude technician from Geolocation tracking permission to a permission set and assign it to a contractor
- B. Unchecked the collect service resources Geolocation history field in field service mobile settings

- C. Unchecked the geocoding field on the contractor's profile
- D. Set the Geolocation update frequency field to zero for contractors

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 34

How should a Consultant configure Salesforce Field Service to ensure agents and dispatchers can quickly create Work Orders with the appropriate materials?

- A. Create Work Types with Work Order Line Items.
- B. Create Work Types and Locations.
- C. Create Work Types with Products Consumed.
- D. Create Work Types with Products Required.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 35

A Field Service Technician wants to view a list of parts consumed during a given time period. The Technician will then use the data to replenish inventory on the truck. Which three steps should a Consultant recommend to track the number of parts consumed? Choose 3 answers.

- A. Build a report to view Products Consumed on Work Order Line Items.
- B. Build a report using the Service Appointment Inventory module.
- C. Build a report to view Inventory Transactions.
- D. Build a report to view Products Consumed on Work Orders.
- E. Build a report using the Work Order inventory module.

Answer: A,C,D ([LEAVE A REPLY](#))

NEW QUESTION: 36

universal containers needs a team to perform periodic maintenance on the most complex products.

Which feature should the consultant configure to meet this requirement?

- A. Required resource
- B. Service crew
- C. Preferred resource
- D. Technicians with required skill

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 37

An inventory manager at Universal Containers wants to better understand the distribution of a critical and expensive part across all inventory locations as the part is reused and restocked.

What should the Consultant leverage to meet this requirement?

- A. Product Item

- B. Entitlement Plan
- C. Assets
- D. Maintenance Plan

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 38

Which two features on the Dispatcher Console should the Consultant use to visualize Rule Violating Service Appointments? Choose 2 answers

- A. Gantt Map
- B. Color Palettes
- C. Gantt
- D. Appointment List

Answer: C,D ([LEAVE A REPLY](#))

NEW QUESTION: 39

Universal containers wants to assign service appointments based on the polygon of the child service Territory in the hierarchy.

How should a consultant assign service appointments to the polygon?

- A. Set the territory assignment policy to the lowest level.
- B. Set the territory assignment policy to the highest level.
- C. Set the polygon assignment policy to the lowest level.
- D. Set the polygon assignment policy to the highest level.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 40

universal containers wants to report on the volume of products installed within a specific timeframe.

Which solution should the consultant utilize to meet the requirement?

- A. A custom installation date field on products consumed
- B. The standard installation date field on asset
- C. A work order related list on asset
- D. Field history tracking on asset

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 41

An extreme whether situation impacts both the volume of work and number of available resources at universal container Which approach should a consultant recommend to realign available resources with?

open work?

- A. Customer first scheduling
- B. Resource Schedule optimization

- C. Emergency scheduling
- D. Global optimization

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 42

Universal Containers wants to encourage their Technicians to identify sales opportunities in the field. Which option should a Consultant recommend?

- A. Log a follow-up task on the Work Order.
- B. Create a custom field on the Work Order.
- C. Create a Quick Action to create the Opportunity.
- D. Call the Sales Team with the Opportunity.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 43

when completing a work order in the field, the technician needs to capture two signatures to ensure compliance.

Which steps are needed to configure the signatures capture?

- A. create relevant signature types and add signature blocks to the service report template.
- B. create two custom fields for the service appointment and use flows to capture each signature
- C. create a flow that adds two signature blocks when the service report is generated
- D. create two service reports and add one signature block to each

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 44

universal containers need to send the technician into the field to service containers. It takes two technicians with specialized skill to complete the work at same time How should the consultant make this requirement?

- A. Create two service appointment
- B. Create a work rule with two required skills
- C. Create a two-service crew
- D. Create a crew with two technicians

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 45

A universal container customer is having issues with three containers at the customer's site. Each container is tracked as an asset on the customer's account Which two methods should Consultants recommend to ensure the service with each container can be handled independently?

- A. Add each asset to a separate work order line item. Create a service appointment for the work orders.

- B.** Add each asset to a separate work order. Create a service appointment for each a. work order.
- C.** Add each asset to a separate work order line item. Create a service appointment for each line items.
- D.** Add each asset to a separate child work order. Create a service appointment for the parent work order.

Answer: B,C ([LEAVE A REPLY](#))

NEW QUESTION: 46

in which two scenarios should a consultant recommend multi day service appointment?
Choose 2 answers

- A.** jobs require multiple stages of work performed by different resources.
- B.** jobs require consecutive days of work and can span over weekends.
- C.** jobs need to be performed at the same site on the same day of the week.
- D.** Jobs can take longer than the available resources hours in a day.

Answer: B,D ([LEAVE A REPLY](#))

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NEW QUESTION: 47

Universal Containers wants to equip their field technicians with access to helpful information when they are in the field. What solution should a Consultant recommend to satisfy this requirement?

- A.** Attachments on Cases.
- B.** Knowledge Base on Cases.
- C.** Knowledge Base on Work Orders.
- D.** Custom Links on Work Orders.

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 48

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?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 49

Universal Containers wants to allow Field Technicians to view work progress through the Work Order Line Item card in the Field Service mobile app. How can this be supported?

- A. Create a custom Visualforce page, add an external link from the Mobile app to view the page in the mobile browser.
- B. Create a custom Lightning Component that displays Work Order progress and deploy it to Technicians through salesforce1.
- C. Create a Report Chart that summarizes Work Order Line Items and add a link to the Lens on the Service Appointment Layout.
- D. Add the Work Order Line Items Related List to the Work Order Page Layout and assign the Layout to the Technician's profile.

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 50

Approximately 70% of Universal Containers' site visits are inspections and quotation sessions that take roughly the same amount of time and same set of resource skills to complete. What should a Consultant recommend to streamline the creation of these work orders?

- A. Launch the Work Order Standardization Wizard.
- B. Create a standard set of Work Order Line Items.
- C. Train Technicians to use Duplicate Work Order feature.
- D. Create Work Types for use on Work Orders

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 51

Each container consists of multiple parts that are tracked by Asset records. Universal Container's customers usually wait until several parts need service before requesting a Technician come on-site to save money on service charges.

How should a Consultant configure Salesforce Field Service to track the work performed?

- A. Create a Work Order and Work Order Line Item for each Asset being serviced.
- B. Create a Work Order for all Assets being serviced and a Work Order Line Item for each Product Consumed.
- C. Create a Work Type and Work Order for each Asset being serviced.
- D. Create a Work Type to automatically create relevant line items for each Asset.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 52

Universal container want to track technician van stock and consigned products How can this will be accomplished using the field service lightning standard object model

- A.** Service resources will track van stock. Location will track time and customer sites
- B.** Location will track van stock. Account will track consigned products
- C.** Location will track van stock and items at customer's site
- D.** Service resources will track van stock. Products consumed will track item at customer's site

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 53

A technician needs to get replacement part for damaged inventory on them for an upcoming job.

To which object should the technician add a product request record?

- A.** service report
- B.** work types
- C.** work order
- D.** service appointment

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 54

Which three objects are associated with the work type?

Choose 3 answers

- A.** Products
- B.** Skills
- C.** Resource
- D.** Service appointment
- E.** Article

Answer: A,B,E ([LEAVE A REPLY](#))

NEW QUESTION: 55

Universal Containers has implemented a Knowledge solution to provide Field Technicians with information necessary to complete assigned work. Which two capabilities will now be available?

- A.** Include Quick Actions and Global Actions in Attached Articles.
- B.** Attach Articles to Work Orders and Work Order Line Items.
- C.** Manage Attached Articles and Search the Knowledge Base.
- D.** Attach Knowledge Articles to Work Order Line Items Only.

Answer: B,C ([LEAVE A REPLY](#))

NEW QUESTION: 56

each container consists of multiple parts that are tracked by assets records.

Universal container customers usually wait until several parts need service before requesting the technician come on a site to save money on the service charges How should consultants configure the field service lightning to track the work performed?

- A.** Create a work order and work order line item for each asset being serviced
- B.** Create a work order for all assets being serviced and work order line item for each product consumed
- C.** Create a work order for each asset being serviced
- D.** Create a work to type automatically create relevant line time for each asset

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 57

Universal Containers (UC) wants to track the full lifecycle of their Cases. UC defines a Case as resolved when all interactions with the customer are complete. How can a Consultant ensure that Cases are closed when all Work Orders associated to the Case are complete?

- A.** Use Process Builder to close the Case when all Work Orders are closed.
- B.** Use Process Builder to close the Case when the Work Order is created.
- C.** Use Workflow to close the Case when the Work Order is dispatched.
- D.** Use Workflow to close the Case when all Work Orders are closed.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 58

A Dispatcher is notified of a local power outage. All service appointments in the affected area must be rescheduled to a different day.

How should the dispatcher update the service appointments?

- A.** Configure a new scheduling policy to change service appointments.
- B.** Create a map polygon of the affected area to select service appointments for rescheduling.
- C.** Push reschedule notifications to service resources using the field service lightning mobile app.
- D.** Create a report to identify service appointments in the area and notify service resources.

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 59

Universal Containers has noticed that with every new product release there is a rise in customer reported Cases and a decrease in first-time fix-rate. Which two recommendations should a Consultant make? Choose 2 answers.

- A. Publish training documentation in a closed chatter group.
- B. Increase training to Field Service Technicians
- C. Increase training to Sales Representatives.
- D. Publish pre-release documentation on the Customer Community.

Answer: B,D (LEAVE A REPLY)

NEW QUESTION: 60

A Technician is onsite where there is no connectivity and is required to capture the customer's signature. What is the appropriate order of operations as the Technician goes back online?

- A. Capture signature, update record, sync device, deliver Service Report.
- B. Capture signature, sync device, update record, deliver Service Report.
- C. Deliver Service Report, update record, sync device, capture signature.
- D. Deliver Service Report, capture signature, update record, sync device.

Answer: A (LEAVE A REPLY)

NEW QUESTION: 61

Universal Containers plans to implement Crew Management to better support its clients. Which area does the Consultant need to consider as part of the recommendation'

- A. The Preferred Resource service objective is ignored for active Crew Members.
- B. A service resource can only be a member of a single Crew.
- C. Salesforce Field Service considers the Recommended Crew Size when assigning appointments.
- D. Capacity-based scheduling is supported for Service Crews.

Answer: B (LEAVE A REPLY)

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NEW QUESTION: 62

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?

- A. Both the Primary Assets and Related Assets related lists on the Work Order object

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

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 63

Universal Containers wants to assign Service Appointment based on the Polygon of the child service territory in the hierarchy.

How should a Consultant assign Service Appointments to the Polygon?

- A. Set the Polygon Assignment Policy to the Highest Level.
- B. Set the Polygon Assignment Policy to the Lowest Level.
- C. Set the Territory Assignment Policy to the Lowest Level.
- D. Set the Territory Assignment Policy to the Highest Level.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 64

universal container UC wants to create a new scheduling policy that takes into account the technician assigned to customers account and then considers a resource from the customer group of preferred technician UC also wants to consider only technician with 50 miles of schedule work Which two items should a consultant include in the scheduling policy to meet this?
requirement?

- A. Maximize travel from home and working territories
- B. Minimize travel service objective and preferred resource services objectives
- C. Minimize travel service objectives and resources priority services objectives
- D. Required resources and maximum travel from home

Answer: A,B ([LEAVE A REPLY](#))

NEW QUESTION: 65

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

How should this product be tracked in Salesforce Field Service?

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

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 66

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?

- 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. Subtract one hour from the start and end times on the service territory.
- D. Add one hour to the start and end times on the service territory member's operating hours.

Answer: [\(SHOW ANSWER\)](#)

NEW QUESTION: 67

Universal Containers wants to reduce their mean-time-to-service. Which three Field Service processes should a Consultant recommend to accomplish this goal? Choose 3 answers.

- A. Scheduling
- B. Knowledge Base
- C. Customer Entitlements
- D. Dispatching
- E. Adjust Scheduling Policy

Answer: B,D,E [\(LEAVE A REPLY\)](#)

NEW QUESTION: 68

Northern trail outfitters (N T O) 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?

- A. Configure an auto dispatch schedule job.
- B. Build a workflow rule.
- C. Enable drip feed dispatch.
- D. Create an apex trigger.

Answer: C [\(LEAVE A REPLY\)](#)

NEW QUESTION: 69

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?

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

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 70

Universal container UC has 140 service resources who handle 2400 service appointment per day How should UC define the service territories to ensure the high quality of optimization and dispatcher experience?

- A.** One service territory with four polygons
- B.** The service territories with fewer than 50 resource
- C.** Two service territories that split the service resource evenly
- D.** Five service territories with fewer than 500 service appointment per day

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 71

Universal Containers uses a complex service model that involves scheduling multiple Service Technicians for each customer interaction (e.g., an install). How can a Consultant ensure that a Service Technician enters the data necessary to track completed work?

- A.** Update the Work Order and its associated parent Account.
- B.** Update the Work Order Line Item and its associated parent Asset.
- C.** Update the Case Feed and tag the associated Service Representative.
- D.** Update the Service Appointment and its associated parent record.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 72

Universal Containers (UC) wants to customize Service Reports provided to customers at sign-off. Which three options are available through configuration in Field Service Lightning?

- A.** Add additional image to Detail Section of report.
- B.** Add additional dates in Date Section of report.
- C.** Add additional field to Address Section of report.
- D.** Add additional field to General Section of report.
- E.** Add additional page to End Section of report.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 73

A consultant has implemented user territories at Northern Trail Outfitters (NTO) in a private sharing model. A new Midwest Service Territory has been created.

Which two actions should NTO take to give the dispatcher access to all relevant Midwest records? Choose 2 answers

- A.** Configure and run the User Territory Sharing Job in Field Service Settings.
- B.** Add the resources assigned to the Service Territory's Member related list.
- C.** Assign a new user territory and add each of the assigned service resources.
- D.** Create a new user territory associated with the Service Territory and dispatcher.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 74

Universal Containers wants to provide Dispatchers with Account and Asset details when they hover over each Service Appointment. How should a Consultant recommend implementing this feature?

- A.** Create CSS in the Dispatcher's Console.
- B.** Use Lookup Fields.
- C.** Add Fields on the Page Layout.
- D.** Configure Field Sets on the Service Appointment.

Answer: **D** ([LEAVE A REPLY](#))

NEW QUESTION: 75

universal container provides maintenance and emergency services to its customers. Sending technician emergency call during the day causes long travel time and reduces the number of appointments that a technician can complete Which features should a consultant use to reduce and increase technician productivity?

- A.** Resource schedule optimization
- B.** Fall in schedule
- C.** Reschedule appointment
- D.** Fix overlaps

Answer: **A** ([LEAVE A REPLY](#))

NEW QUESTION: 76

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?

- A.** FSL Agent License
- B.** F5L Dispatcher License
- C.** FSL Admin License
- D.** FSL Resource License

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 77

Universal Containers wants to use Work Types, since many of their Work Orders require the same Field Service Technician skills. What should the Consultant consider when using Work Types?

- A. A Work Order inherits the Work Types required skills; however, the user has the ability to add/remove skills on the Work Order.
- B. A change to the skills on a Work Type will affect the required skill on Work Orders previously created from that Work Type.
- C. A Work Order Line Item will inherit their parent Work Order's Work Type Skills, and the user is unable to make additional changes.
- D. An existing Work Order Line Item will inherit the required skill of a Work Type, regardless of any existing required skills.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 78

Universal container wants to ensure the technician has the correct equipment before arriving at a job site.

Which two considerations should the consultant take into account when configuring? field service lightning?

Choose 2 answers

- A. Quantity and unit of measure are required when adding a required product
- B. Validation rule and triggers created on work order and work order line-item objects are automatically recreated for work
- C. Required product must be added to both work order and all work order line items
- D. Work type can be configured to include required products on the work order and work order line item

Answer: B,D ([LEAVE A REPLY](#))

NEW QUESTION: 79

Universal Containers has an initiative to reduce their carbon footprint. What factor should a Consultant recommend using in a Scheduling Policy to meet the above requirement?

- A. Remove the Match Location Work Rule.
- B. Remove the ASAP Service Objective.
- C. Add the Maximum Travel From Home Work Rule.
- D. Give the Minimize Travel Service Objective the highest weight.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 80

Universal Containers' (UC) Technicians identify and complete additional work when they are at a customer site. UC wants to track the additional work using the Salesforce Field Service mobile app.

How should the Consultant meet this requirement?

- A. Add the Work Order related list to the account to allow creation of additional line items.
- B. Create a Quick Action to create a Work Order Line Item. Add a Quick Action to the Work Order Layout.
- C. Add the Work Order Line Item related list to the Work Order page to allow creation of additional line items.
- D. Create a Visualforce page to create Work Order Line items. Add a Visualforce page to the Work Order Layout.

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 81

A service technician at Ursa Major Solar handles yearly maintenance checks. The job usually lasts 2 to 3 hours. Due to the lack of customer availability, many appointments are cancelled or need to be rescheduled at the last minute.

Which two features would be most helpful in aiding the dispatcher with updated schedules for technicians?

Choose 2 answers

- A. Reshuffle
- B. Resource Schedule Optimization
- C. Group Nearby
- D. In-day Optimization

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 82

Universal containers wants to identify which resources need more or fewer appointment.

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

- 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 ([LEAVE A REPLY](#))

NEW QUESTION: 83

Universal Containers (UC) wants to track all customer work requests. UC has no requirement to track where the work originated from, but does need the requests tied to the customer's account. What should a Consultant recommend to track these work requests?

- A. Cases, Work Orders, and Tasks
- B. Work Orders only
- C. Cases Only
- D. Work Orders and Cases

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 84

Over 70% of Universal Containers' sales are made by Field Technicians during on-site, customer visits. Many times, after selling a product, they will install the product as part of the current body of work. How should a Consultant recommend accomplishing this in the Field Service mobile app?

- A. Create a custom Visualforce page to create a new Opportunity.
- B. Create a New Task linked to the Contact and assign to a Sales Rep.
- C. Add an "Upsell" Quick Action to the Account that creates a new Work Order
- D. Add a "Create Opportunity" Quick Action to the Work Order Line Item.

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 85

Universal Containers wants to monitor Customer Satisfaction (CSAT) after a Work Order is complete. How can CSAT information be collected?

- A. Install the Survey Snap-in for CSAT capture.
- B. Enable the CSAT Quick Action for Work Orders.
- C. Add the CSAT Visualforce page to the Work Order.
- D. Install an AppExchange Package.

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 86

Universal container needs to verify that a repair job has been completed to the customer satisfaction before an invoice can be generated Which two items should the consultant consider?

Choose 2 answers

- A. Configure signature blocks for service report templates
- B. Send a feedback survey to the customer when a service appointment is completed
- C. Add service reports templates to the appropriate repair work type

D. Generate service in the organization's default language

Answer: A,B (LEAVE A REPLY)

NEW QUESTION: 87

Universal containers wants to reduce field service-related costs by cutting overtime pay and fuel expenses for internal employees when scheduling all service appointments.

Which two customizations should the consultant recommend to meet this requirement?

Choose 2 answers

- A.** Create a new scheduling policy that includes service objectives in this order: minimize overtime, minimize travel, preferred service resource, skill level, resource priority, asap.
- B.** Select the new policy as the scheduling policy for the scheduled optimization job.
- C.** Create a custom quick action for booking appointments and candidates that use the new scheduling policy.
- D.** Create a new scheduling policy that includes service objectives in this order: ASAP, Resource Priority, skill level, preferred services resource, minimize travel minimize overtime.

Answer: A,B (LEAVE A REPLY)

NEW QUESTION: 88

the dispatcher at universal containers wants wants to schedule service appointment from the dispatch console while taking the scheduling policy into consideration Which three options are available to dispatchers?

- A.** Select a service appointment from the list, use the "edit" action and allocate the Resources
- B.** Select multiple service appointment from the list and bulk schedule them
- C.** Select the service appointment from the list, user the "change status" action and "dispatch"
- D.** Select the service appointment from the list and the "schedule" action
- E.** Select a service appointment from the list, use the "candidates" action, and select the best time slot

Answer: B,D,E (LEAVE A REPLY)

NEW QUESTION: 89

Universal Containers schedules jobs that require multiple steps when on-site. They would like to add a new status to the existing status flow. Which two configurations need to be set up? Choose 2 answers.

- A.** Add new Status to the Service Appointment.
- B.** Add new Status to the Work Order
- C.** Add the allowed Status Transitions in Field Service Settings.
- D.** Add the Status Transitions to the Technicians' Profile.

Answer: (SHOW ANSWER)

NEW QUESTION: 90

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 2 answers

- A. FSL Dispatcher Permissions
- B. FSL Agent Permissions
- C. FSL Resource Permissions
- D. FSL Admin Permissions

Answer: C,D (LEAVE A REPLY)

NEW QUESTION: 91

Universal Containers provides 24/7 service support to its customers. However, their Field Service Technicians have specified working hours. Which two items should the Consultant create? Choose 2 answers.

- A. Create operating hours for the Service Territory.
- B. Create operating hours for the Optimization Engine.
- C. Create operating hours for the Service Resource.
- D. Create operating hours for the Service Appointment.

Answer: A,C (LEAVE A REPLY)

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NEW QUESTION: 92

which configuration can universal containers use to brand the field service lightning mobile app?

- A. Company logo
- B. Company colours
- C. Company address
- D. Company style sheets

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 93

Universal Containers sells products that are made up of serialized components. Field Technicians often need to work on a specific component. How should a Consultant recommend tracking the products a customer buys so Work Orders can be assigned to a component?

- A.** Use Assets and define a hierarchy.
- B.** Use Orders and Order Products.
- C.** Use Work Orders and define a hierarchy.
- D.** Use Products and Product Families.

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 94

A Dispatcher notices that the Crew assigned to a Service Appointment is missing a skill requirement for the appointment.

How can the Dispatcher update the Service Crew to meet those requirements?

- A.** Update the Service Crew on the Service Appointment's Work Type.
- B.** Edit the Service Appointment and add a new Service Resource.
- C.** Use the Crew Management tool to add Service Resources to the Crew.
- D.** A Create a new Service Appointment with a different Crew.

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 95

What set of configurations make up Scheduling Policies and let companies adhere to their business constraints and preferences?

- A.** Service Objectives and Work Types
- B.** Service Levels and Work Rules
- C.** Service Contracts and Service Levels.
- D.** Service Objectives and Work Rules

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 96

Universal Containers typically performs installs, break-fix, and inspections for all clients. The Service Manager wants to create a template for common work requests. What should a Consultant implement to assist the dispatch team?

- A.** Work Order custom fields to define Install, Break-fix, and Inspections.
- B.** Work Order Record Types for Break-fix, Install, and Inspection.
- C.** Work Type Line Items for Install, Break-fix, and Inspections.
- D.** Work Types and Skill Requirements for Install, Break-fix, and Inspections.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 97

A dispatcher of a local power outage. All appointments in the affected area must be rescheduled to a different day How should the dispatcher update the service appointment?

- A.** Push reschedule notifications to service service resource using the field service lightning mobile app
- B.** Configure a new scheduling policy to change service appointment
- C.** Create the report to identify the service appointment in the area of notified service resources.
- D.** Create a map polygon of affected area to select service appointment for rescheduling

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 98

An employee at universal container performs the role of a dispatcher and a technician How should a consultant configure the field service lightning to support this behavior?

- A.** Create one service resource and assign the technician and dispatcher role
- B.** Create two service resource and assign them to the employee
- C.** Create one service resource and assign the relevant permission set license
- D.** Create two skills records and assign them to service resources record

Answer: ([SHOW ANSWER](#)**)**

NEW QUESTION: 99

A Dispatcher at Universal Containers has just been informed that one of their field employees, who has five services schedules for today, called in sick. How should the workload be assigned to other Field Technicians?

- A.** Ask the Customer Service Rep to call the customers and manually re-schedule for another day.
- B.** Change the Scheduling Policy to "High Intensity" and activate the Background Optimization process.
- C.** Update the Resource a not available, select the affected Service Appointments, and press "Schedule."
- D.** Drag and drop the Service Appointments to other available Resources and run Optimization.

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 100

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

- A.** Work Order
- B.** Service Territory
- C.** User Territory

D. Service Territory Member

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 101

Universal Containers maintains their service level agreements at the customer level only. How can a Consultant ensure agents can verify coverage?

A. Create Milestones, set up Entitlement Process, display the related List on the Account Page Layout.

B. Set up Entitlement Process, set up Service Contracts, display the related List on the Contact page Layout.

C. Create Milestones, set up Entitlement Process, display the related List on the Work Order Page Layout.

D. Create Contract Line Items, set up Entitlement Process, display the related List on the Asset Page Layout.

Answer: A ([LEAVE A REPLY](#))

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