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NEW QUESTION: 1

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: C (LEAVE A REPLY)

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. References:

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

NEW QUESTION: 2

Service technicians at AW Computing use the Field Service mobile application when in the field. The technicians rely on Knowledge articles to assist them with completing assigned work.

How should the solution be configured to ensure technicians can access relevant Knowledge articles?

- A. Create a quick action on the work order to search the Knowledge base.
- B. Attach the relevant articles to the work order or work order line items.

C. Update the Service Appointment page layout to include the Articles related list.

D. Add the Knowledge Lightning component to the Field Service mobile app.

Answer: B (LEAVE A REPLY)

Explanation

Attaching relevant articles to the work order or work order line items allows technicians to access them offline using the Field Service Mobile App. Creating a quick action on the work order to search the Knowledge base would not ensure offline access, as it would require an internet connection to perform the search. Updating the Service Appointment page layout to include the Articles related list or adding the Knowledge Lightning component to the Field Service Mobile App would not be effective, as technicians use the Work Order Line Item Card in the Field Service Mobile App to view their assigned tasks.

References:

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

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

NEW QUESTION: 3

To ensure that preventative maintenance work can be completed on time. Universal Containers wants to automatically generate Work Orders 14 days before the next suggested maintenance date.

How should the Consultant meet this requirement?

A. Define a generation horizon of 14 days.

B. Define a generation timeframe of 14 days.

C. Configure Auto-generate Work Orders to True.

D. Define a generation horizon of 20,160 minutes.

Answer: A (LEAVE A REPLY)

Explanation

Generation Horizon is a setting that defines how far in advance work orders should be generated from maintenance plans[126]. Defining a generation horizon of 14 days would allow Universal Containers to automatically generate Work Orders 14 days before the next suggested maintenance date by creating work orders from maintenance plans within 14 days of their scheduled date[127]. Defining a generation timeframe of 14 days would not automatically generate Work Orders 14 days before the next suggested maintenance date. Generation Timeframe is a setting that defines how often work orders should be generated from maintenance plans[128]. Configuring Auto-generate Work Orders to True would not automatically generate Work Orders 14 days before the next suggested maintenance date. Auto-generate Work Orders is a setting that enables or disables the automatic generation of work orders from maintenance plans[129]. Defining a generation horizon of 20,160 minutes would not automatically generate Work Orders 14 days before the next suggested maintenance date. Generation Horizon is measured in days, not minutes[130]. References:

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

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

[https://help.salesforce.com/s/articleView?](https://help.salesforce.com/s/articleView?id=sf.fs_maintenance_plans_generation_horizon.htm&type=5)

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[id=sf.fs_maintenance_plans_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_maintenance_plans_overview.htm&type=5)

NEW QUESTION: 4

Universal Containers wants to ensure Technicians have the correct equipment before arriving at a Job site.

Which two considerations should the Consultant take into account when configuring Salesforce Field Service?

Choose 2 answers

- A.** Quantity and Unit of Measure are required when adding a Required Product.
- B.** Required Products must be added to both the Work Order and all Work Order Line Items.
- C.** Validation Rules and Triggers created on the Work Order and Work Order Line Item objects are automatically recreated for Work Types.
- D.** Work Types can be configured to include Required Products on Work Orders and Work Order Line Items.

Answer: C,D (LEAVE A REPLY)

NEW QUESTION: 5

Northern Trail Outfitters is adding Field Service Schedule Optimization to its Field Service implementation.

Which licensing will be required for the Field Service Schedule Optimization user?

- A.** Resource License
- B.** Salesforce License
- C.** Dispatcher License
- D.** Scheduling License

Answer: B (LEAVE A REPLY)

Explanation

This licensing will be required for the Field Service Schedule Optimization user, as it allows accessing Salesforce features and functionality such as optimization jobs and settings.

References:

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

NEW QUESTION: 6

A Dispatcher needs to reduce the backlog of Service Appointments in different territories and focus on individual customer service preferences.

Which Scheduling Policy should the Dispatcher use?

- A. Emergency
- B. High Intensity
- C. Soft Boundaries
- D. Customer First

Answer: D (LEAVE A REPLY)

Explanation

This scheduling policy prioritizes customer service preferences over other factors, such as travel time or resource availability. References:

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

NEW QUESTION: 7

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

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

Answer: A,C,E (LEAVE A REPLY)

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. References:

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

NEW QUESTION: 8

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

Answer: B (LEAVE A REPLY)

Explanation

Product Items are records that track the location, quantity, and status of a product in inventory[43]. Product Items can be used to better understand the distribution of a critical and expensive part across all inventory locations as the part is reused and restocked.

Maintenance Plan is a feature that defines the recurring service schedule for an asset or a

product[44]. Entitlement Plan is a feature that defines the terms of support for customers such as number of cases allowed or response time[45]. Assets are records that represent products that customers have purchased and that require service[46]. References:

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

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

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

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

NEW QUESTION: 9

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

Answer: A (LEAVE A REPLY)

Explanation

Work Orders are records that track customer requests for service such as repairs or maintenance[87]. Work Order Line Items are records that track specific tasks or products related to a work order[88]. Service Appointments are records that track the date, time, duration, and assigned resource for a work order or work order line item[89]. Using this data model would allow Universal Containers' technicians to follow a standard operating procedure while performing maintenance on an individual asset by creating different work order line items for different operations and capturing notes and status updates for each line item. It would also allow scheduling and dispatching one service appointment for one visit. Service appointment to represent preventative maintenance on the asset - work order line item to represent the different operations - work order to represent the visit would not work because service appointments cannot be related directly to assets. Work order line item represent preventative Maintenance on the asset - work order represent the different operations- service appointment to represent visit would not work because work order line

items cannot be related directly to assets. References:

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

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_service_appointments.htm&type=5

NEW QUESTION: 10

Universal Containers wants to track Technicians' van stock using the Salesforce Field Service mobile app a ensure that Technicians report when parts are used.

Which three data elements should a Consultant recommend tracking to support these requirements?

Choose 3 answers

- A. Inventory
- B. Warehouse Locations
- C. Products Consumed
- D. Products Required
- E. Mobile Locations

Answer: (SHOW ANSWER)

Explanation

Inventory is used to track product quantities in different locations such as warehouses or vans. Products Consumed are used to report when parts are used by technicians during service appointments and adjust inventory levels accordingly. Mobile Locations are used to track inventory in technicians' vans or trucks using geolocation data from their mobile devices. Warehouse Locations are used to track inventory in fixed locations such as warehouses or depots using address data from their records. Products Required are used to request products from inventory for a service appointment, but do not ensure that technicians report when parts are used. References:

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

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

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

NEW QUESTION: 11

Universal Containers's Technicians may be assigned to Jobs with an arrival window to meet the customer appointment time preference. Technicians are also assigned to Jobs without a preferred appointment time.

In which two ways should the Consultant define Operating Hours to meet this requirement?

Choose 2 answers

- A. The Maintenance Plan for the Account
- B. The Due Date of the Service Appointment
- C. The Time Slots for Appointment Booking
- D. When Service Resources are available for work

Answer: C,D (LEAVE A REPLY)

Explanation

Operating Hours define when service resources are available for work and when customers can book appointments. The Time Slots for Appointment Booking setting determines how operating hours are divided into time slots that can be assigned to service appointments. The Maintenance Plan for the Account or the Due Date of the Service Appointment do not affect operating hours, but are used to generate and schedule recurring work orders. References: https://help.salesforce.com/s/articleView?id=sf.fs_operating_hours.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.fs_maintenance_plans.htm&type=5

NEW QUESTION: 12

Universal Containers occasionally needs to use two Technicians to complete a job, however the Technicians can be onsite at different times.

How should a Consultant implement this process?

- A. Create two Service Appointments and assign two different Resources.
- B. Create one Service Appointment and add two Required Resources.
- C. Create one Service Appointment and schedule two Resources.
- D. Create two Service Appointments and set the Early Start to the Start Time of the first Service Appointment.

Answer: (SHOW ANSWER)

Explanation

This option should be recommended to implement this process, as it allows scheduling two technicians to complete a job at different times by creating two separate service appointments and assigning them to different resources. References: https://help.salesforce.com/s/articleView?id=sf.fs_service_appointments.htm&type=5

NEW QUESTION: 13

Service appointments in a "cannot complete" status may indicate that an additional part or expert assistance is needed to complete the work. Universal containers defined that service appointments in a "cannot complete" status are unable to be rescheduled or unscheduled for history tracking purposes.

Which two items should the consultant recommend to meet the requirement?

Choose 2 answers

- A. Define "cannot complete" as a pinned status for auto-dispatch services.
- B. Define "cannot complete" as a pinned status for scheduling and optimization services.
- C. Ensure that status transitions are configured to prevent the update from "cannot complete" to "none".
- D. Ensure that status transition are configured to allow the status update from "cannot complete" to "scheduled".

Answer: B,C (LEAVE A REPLY)

Explanation

Pinned statuses prevent service appointments from being rescheduled or unscheduled by scheduling and optimization services³. Status transitions define the valid status changes for service appointments based on business rules. References: 3

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

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

NEW QUESTION: 14

Universal Containers sells products that are made up of serialized components.

Technicians often need to work on a specific component.

How should a Consultant recommend tracking customer purchases so Work Orders can be assigned to a component?

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

Answer: C (LEAVE A REPLY)

Explanation

This option allows tracking customer purchases of serialized components as assets and defining parent-child relationships between them. References:

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

NEW QUESTION: 15

Ursa Major Solar (UMS) has implemented Field Service using a private record access model. UMS has also set work types to automatically generate Service Appointments.

Which two sharing options are available for these Service Appointments?

Choose 2 answers

- A.** A Service Appointment can be shared by clicking Sharing on the record.
- B.** The Service Appointment's parent record can be shared with the assigned resource.
- C.** Auto-generated scheduled Service Appointments will be shared with resources.
- D.** Make the dispatcher the assigned resource on the Service Appointments.

Answer: (SHOW ANSWER)

Explanation

A Service Appointment can be shared by clicking Sharing on the record if manual sharing is enabled in Field Service settings^[51]. Auto-generated scheduled Service Appointments will be shared with resources if automatic sharing is enabled in Field Service settings^[52]. The Service Appointment's parent record can be shared with the assigned resource, but this would not affect the sharing of the Service Appointment itself.

Making the dispatcher the assigned resource on the Service Appointments would not make sense if they are not performing field service tasks. References:

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

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

NEW QUESTION: 16

Org-Wide Default sharing is set to Private in a Salesforce org.

If the Field Service Lightning User Territory feature is enabled, which three objects will be visible to users who are part of the User Territory?

Choose 3 answers

- A. Accounts
- B. Service Resources
- C. Work Orders
- D. Resource Absences
- E. Work Types

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

Explanation

Service Resources are records that represent the people or equipment that perform field service tasks[143].

Work Orders are records that track customer requests for service such as repairs or maintenance[144].

Resource Absences are records that mark resources as unavailable for work for specific time periods due to sickness, vacation, or other reasons[145]. If the Field Service Lightning User Territory feature is enabled, these three objects will be visible to users who are part of the User Territory by default[146]. Accounts are records that represent companies or individuals involved in business with an organization[147]. Work Types are records that define the standard tasks and duration for a specific type of work[148]. These two objects will not be visible to users who are part of the User Territory by default unless sharing rules are configured[149].

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

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

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

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

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

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https://www.actual4test.com/Field-Service-Consultant_examcollection.html (165 Q&As
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NEW QUESTION: 17

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

- 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: (SHOW ANSWER)

Explanation

These two settings ensure that each inspection is completed within a single visit and includes all installed assets on site. References:

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

NEW QUESTION: 18

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 2 answers

- 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: (SHOW ANSWER)

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. References:

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

NEW QUESTION: 19

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?

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

Answer: C (LEAVE A REPLY)

Explanation

This option allows visualizing the planned travel route for a technician on a map, based on the street-level directions and traffic conditions. References:

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

NEW QUESTION: 20

One of the products sold by Universal Containers requires quarterly service appointments. Which feature should a Consultant use to meet this requirement?

- A. Define a repeating Work Type.
- B. Implement Path for Work Orders.
- C. Build a Process for Service Appointments.
- D. Configure a Maintenance Plan.

Answer: D (LEAVE A REPLY)

Explanation

Maintenance Plans are records that define the recurring service schedule for an asset or a product such as quarterly, monthly, or weekly[59]. Configuring a Maintenance Plan would allow creating quarterly service appointments for one of the products sold by Universal Containers automatically based on predefined criteria such as start date, end date, or generation method[60]. Defining a repeating Work Type would not create quarterly service appointments automatically. Work Types are templates that define the duration, skills, and products required for a work order or work order line item[61]. Implementing Path for Work Orders would not create quarterly service appointments automatically. Path is a feature that displays key fields and guidance for each stage of a work order process[62]. Building a Process for Service Appointments would not create quarterly service appointments automatically. Processes are automated workflows that execute actions based on specified criteria such as updating fields, sending emails, or creating tasks[63]. References:

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

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

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

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

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

NEW QUESTION: 21

Universal Containers (UC) uses two contractors, Contractor 1 and Contractor 2, to perform repair work.

Contractor 1 has provided services for UC for a longer period of time and is considered to have more repair work expertise than Contractor 2.

How should the Consultant configure the Contractors' experience?

- A. Assign Contractor 1 and 2 different Skill Levels for repair Work Type.
- B. Assign Contractor 1 as a Preferred Resource.
- C. Assign Contractor 1 and 2 different capacities for repair work.
- D. Assign Contractor 2 as an Excluded Resource.

Answer: A (LEAVE A REPLY)

Explanation

Skills are records that define specific abilities or qualifications that service resources have[158]. Skill Levels are fields on the skill object that indicate the proficiency or experience of a service resource in a skill[159].

Assigning Contractor 1 and 2 different Skill Levels for repair Work Type would allow Universal Containers to configure the Contractors' experience by setting up criteria such as skill name equals repair and skill level equals high for Contractor 1 and low for Contractor 2. Assigning Contractor 1 as a Preferred Resource would not configure the Contractors' experience. Preferred Resources are optimization criteria that prioritize assigning service appointments to resources who have previously completed similar work orders or who are preferred by customers[160]. Assigning Contractor 1 and 2 different capacities for repair work would not configure the Contractors' experience. Capacities are fields on the service resource object that indicate the number of hours available for work per day or week[161]. Assigning Contractor 2 as an Excluded Resource would not configure the Contractors' experience. Excluded Resources are optimization criteria that prevent assigning service appointments to resources who are explicitly excluded by customers or dispatchers[162].

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

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[us.api.meta/api/sforce_api_objects_servicerresource_capacityhours](https://developer.salesforce.com/docs/atlas.en-us.api.meta/api/sforce_api_objects_servicerresource_capacityhours)

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[id=sf.fs_scheduling_policies_optimization_criteria_excluded_resource](https://help.salesforce.com/s/articleView?id=sf.fs_scheduling_policies_optimization_criteria_excluded_resource)

NEW QUESTION: 22

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?

- 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: (SHOW ANSWER)

Explanation

This option allows creating a service resource that represents a group of technicians who work together on the same service appointment. References:

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

NEW QUESTION: 23

Universal Containers performs service on field assets that require a sequence of work tasks. A Consultant has recommended Work Order Line Items to manage the tasks and assets/parts necessary to manage the work.

Which two of the following must be considered as part of this solution to ensure Work Orders are properly completed? Choose 2 answers

- A. Use of Standard Reports to view Parent and Root Work Order Lines Items within Work Orders by Customer.
- B. Use of Work Order Line Items that automatically inherit the hierarchy of Assets attached to Work Order.
- C. Use of Work Order Line Items to link to a specific Asset within the Asset Hierarchy that represents the BoM.
- D. Use of a parent-child Work Order Line Item to create a Work Order Line Item hierarchy.

Answer: C,D (LEAVE A REPLY)

Explanation

Work Order Line Items can be used to link to specific Assets within an Asset Hierarchy that represents a Bill of Materials (BoM). Work Order Line Items can also be used to create a hierarchy of tasks that need to be performed in a sequence. Standard Reports do not show Parent and Root Work Order Line Items within Work Orders by Customer. Work Order Line Items do not automatically inherit the hierarchy of Assets attached to Work Order.

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

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

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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_reports_dashboards.htm&type=5

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

NEW QUESTION: 24

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

Answer: C (LEAVE A REPLY)

Explanation

This option should be recommended to meet this requirement, as it allows creating a service resource that represents a group of technicians who work together on the same service appointment. References:

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

NEW QUESTION: 25

Universal Containers wants service managers to quickly identify location and status changes in the lifecycle of a specific component in a customer's install base.

What should a Consultant utilize to track the lifecycle?

- A. A Work Order related list on Assets
- B. Custom fields for change tracking on Assets
- C. Field History Tracking on Assets
- D. A Product related list on Assets

Answer: C (LEAVE A REPLY)

Explanation

Field History Tracking on Assets allows tracking location and status changes in the lifecycle of a specific component in a customer's install base by recording the date, time, nature, and user of each change. A Work Order related list on Assets would show the work orders associated with an asset, but not the location and status changes of the asset. A custom installation date field on Products Consumed would show when a product was installed, but not the subsequent changes in the asset lifecycle. A Product related list on Assets would show the products related to an asset, but not the location and status changes of the asset. References:

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

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

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

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

NEW QUESTION: 26

Universal Containers wants to make it easier for Managers to monitor Preventative Maintenance work orders using the Dispatcher Console.

Which two filtering options should managers use to find the appropriate work orders?

- A. The Preventative Maintenance Gantt and filter the list to show only desired work orders
- B. The Dispatcher Console Map and filter the list to show only desired service appointments

C. The Dispatcher Console Appointment list and filter the list to show only desired service appointments

D. The Dispatcher Work Order Polygon and filter the list to show only desired service appointments

Answer: A,C (LEAVE A REPLY)

The Preventative Maintenance Gantt is a view within the Dispatcher Console that shows the scheduled service appointments for preventive maintenance work orders[217]. The Dispatcher Console Appointment list is a view within the Dispatcher Console that shows the list of service appointments with various details such as status, priority, or assigned resource[218]. Filtering is a feature that allows narrowing down the list of records based on specific criteria such as date, status, or territory[219]. Using the Preventative Maintenance Gantt and filter the list to show only desired work orders and using the Dispatcher Console Appointment list and filter the list to show only desired service appointments would allow Universal Containers' Managers to monitor Preventative Maintenance work orders using the Dispatcher Console by showing them the preventive maintenance service appointments on a Gantt chart or a list view and allowing them to apply filters to see only the relevant records[220]. Using the Dispatcher Console Map and filter the list to show only desired service appointments would not allow Universal Containers' Managers to monitor Preventative Maintenance work orders using the Dispatcher Console. The Dispatcher Console Map is a view within the Dispatcher Console that shows the locations of service appointments and resources on a map[221]. Using the Dispatcher Work Order Polygon and filter the list to show only desired service appointments would not work because there is no such feature as Dispatcher Work Order Polygon. References:

[https://help.salesforce.com/s/articleView?](https://help.salesforce.com/s/articleView?id=sf.fs_gantt_preventive_maintenance_overview.htm&type=5)

[id=sf.fs_gantt_preventive_maintenance_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_gantt_preventive_maintenance_overview.htm&type=5)

[https://help.salesforce.com/s/articleView?](https://help.salesforce.com/s/articleView?id=sf.fs_gantt_appointment_list_overview.htm&type=5)

[id=sf.fs_gantt_appointment_list_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_gantt_appointment_list_overview.htm&type=5)

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

[https://help.salesforce.com/s/articleView?](https://help.salesforce.com/s/articleView?id=sf.fs_gantt_preventive_maintenance_view.htm&type=5)

[id=sf.fs_gantt_preventive_maintenance_view.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_gantt_preventive_maintenance_view.htm&type=5)

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

NEW QUESTION: 27

Northern Trail Outfitters is implementing drip feed dispatching. When testing the new functionality, the drip does not dispatch appointments as expected. A consultant is engaged to troubleshoot the issue.

What is preventing the drip feed from triggering?

A. The appointment status is going from Scheduled to Completed.

B. The status on completed appointments can only be Canceled, Completed, or Cannot Complete.

C. The default drip feed setting is overriding the drip feed rate on a service territory.

D. Other scheduled jobs are dispatching appointments and exceeding the drip feed value.

Answer: (SHOW ANSWER)

Explanation

Drip feed dispatching is a feature that allows dispatching service appointments gradually throughout the day based on a drip feed rate defined for each service territory or resource. If other scheduled jobs are dispatching appointments and exceeding the drip feed value, then the drip feed dispatching will not trigger as expected.

The appointment status going from Scheduled to Completed or being Canceled, Completed, or Cannot Complete does not affect drip feed dispatching, as these are valid status transitions for dispatched appointments. The default drip feed setting does not override the drip feed rate on a service territory, but provides a fallback value if no rate is specified on the territory or resource level. References:

[https://help.salesforce.com/s/articleView?](https://help.salesforce.com/s/articleView?id=sf.fs_drip_feed_dispatching_overview.htm&type=5)

[id=sf.fs_drip_feed_dispatching_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_drip_feed_dispatching_overview.htm&type=5)

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

[https://help.salesforce.com/s/articleView?](https://help.salesforce.com/s/articleView?id=sf.fs_drip_feed_dispatching_settings.htm&type=5)

[id=sf.fs_drip_feed_dispatching_settings.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_drip_feed_dispatching_settings.htm&type=5)

NEW QUESTION: 28

Universal Containers wants to dispatch groups of Service Appointments to their Technicians. The number of Service Appointments dispatched at a time varies among different Service Territories.

Which two settings should a Consultant enable to ensure Service Appointments are dispatched correctly?

Choose 2 answers

- A. Set the Service Appointment to Dispatch in Field Service Settings.
- B. Enable Drip Feed Dispatching in Field Service Settings.
- C. Set the Number of Services to Drip Feed on the Service Territory.
- D. Enable Sharing of Dispatched Service Appointments.

Answer: B,C (LEAVE A REPLY)

Explanation

Drip Feed Dispatching is a feature that allows dispatching groups of service appointments to technicians at regular intervals instead of all at once[56]. Enabling Drip Feed Dispatching in Field Service Settings allows turning on this feature for all service territories[57]. Setting the Number of Services to Drip Feed on the Service Territory allows specifying how many service appointments should be dispatched at a time for each service territory[58]. Setting the Service Appointment to Dispatch in Field Service Settings would not affect how many service appointments are dispatched at a time. Enabling Sharing of Dispatched Service Appointments would not affect how many service appointments are dispatched at a time. References:

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

NEW QUESTION: 29

Universal Containers just started its Field Service Implementation and is configuring Service Territories and Locations. The Locations need to be associated to Territories. In which two ways should the Consultant show this relationship?

Choose ? answers

- A.** Add the Service Territory Location Related List on the Service Territory page layout.
- B.** Add the Service Territory Location Related List on the Location page layout.
- C.** Create the Service Territory Location as a Service Territory lookup field.
- D.** Create the Service Territory Location as a Location lookup field.

Answer: (SHOW ANSWER)

Explanation

Service Territory Location is a junction object that links Service Territory and Location objects[236]. Related Lists are components on page layouts that show records that are related to a record through a lookup or master-detail relationship[237]. Adding the Service Territory Location Related List on the Service Territory page layout and adding the Service Territory Location Related List on the Location page layout would allow Universal Containers to show how Locations are associated to Territories by displaying a list of Service Territory Locations on each record[238]. Creating the Service Territory Location as a Service Territory lookup field or creating the Service Territory Location as a Location lookup field would not work because they are not valid fields on either object. References:

[https://developer.salesforce.com/docs/atlas.en-](https://developer.salesforce.com/docs/atlas.en-us.api.meta/api/sforce_api_objects_serviceterritorylocation.htm)

[us.api.meta/api/sforce_api_objects_serviceterritorylocation.htm](https://developer.salesforce.com/docs/atlas.en-us.api.meta/api/sforce_api_objects_serviceterritorylocation.htm)

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

[https://help.salesforce.com/s/articleView?](https://help.salesforce.com/s/articleView?id=sf.fs_service_territory_locations_overview.htm&type=5)

[id=sf.fs_service_territory_locations_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_service_territory_locations_overview.htm&type=5)

NEW QUESTION: 30

Universal containers products need to be traceable from the factory to customer sites. The products are installed using disposable kits.

How should the consultant configure this?

- A.** Create the products and the installation kits as unsterilized inventory.
- B.** Create the products and the installation kits as serialized inventory.
- C.** Create the products as serialized inventory and the installation kits as unsterilized inventory.

D. Create the products and the installation kits as a single serialized product.

Answer: C (LEAVE A REPLY)

Explanation

Serialized inventory allows tracking individual product items by serial number, which is useful for traceability from factory to customer sites. Unsterilized inventory allows tracking product quantities without serial numbers, which is suitable for disposable kits that are not reused or returned. Creating both products and kits as serialized or unsterilized inventory would not meet the requirement of traceability for products and disposability for kits.

References:

[https://help.salesforce.com/s/articleView?](https://help.salesforce.com/s/articleView?id=sf.fs_serialized_inventory_overview.htm&type=5)

[id=sf.fs_serialized_inventory_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_serialized_inventory_overview.htm&type=5)

[https://help.salesforce.com/s/articleView?](https://help.salesforce.com/s/articleView?id=sf.fs_unserialized_inventory_overview.htm&type=5)

[id=sf.fs_unserialized_inventory_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_unserialized_inventory_overview.htm&type=5)

NEW QUESTION: 31

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.)

- 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: (SHOW ANSWER)

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. References:

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

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https://www.actual4test.com/Field-Service-Consultant_examcollection.html (165 Q&As

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NEW QUESTION: 32

Universal Containers wants Technicians using the Salesforce Field Service mobile app to indicate when Service Appointments are at risk of late completion.

What should a Consultant recommend to meet this requirement?

- A. Post to the Service Appointment Chatter feed.
- B. Change the Status field on the Service Appointment.
- C. Adjust the Scheduled End field on the Service Appointment.
- D. Update the In Jeopardy field on the Service Appointment.

Answer: (SHOW ANSWER)

Explanation

The In Jeopardy field on the Service Appointment is a checkbox that indicates whether a service appointment is at risk of late completion based on travel time and service duration calculations. Technicians can update this field using the Field Service Mobile App to alert dispatchers and managers of potential issues. Posting to the Service Appointment Chatter feed, changing the Status field on the Service Appointment, or adjusting the Scheduled End field on the Service Appointment would not indicate that a service appointment is in jeopardy, but would communicate other information such as comments, progress, or rescheduling. References:

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

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

NEW QUESTION: 33

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 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: C (LEAVE A REPLY)

Explanation

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. References:

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

NEW QUESTION: 34

The field service administrator at Ursa Major Solar updates the skills required on the most common work types to adapt to the increasing complexity of jobs. This change has led to many service appointments to be in violation. There is a global optimization job set up to run nightly that has been working correctly up until this point. The administrator needs to

understand why the jobs are still scheduled to resources that lack the appropriate skill level.

What are two reasons appointments remain in violation and are not reassigned?

Choose 2 answers

- A.** Global optimization doesn't reschedule appointments that have rule violations.
- B.** The optimizer uses a scheduling policy different from what is used on the dispatch console.
- C.** The territory of the resources was not included in the global optimization request.
- D.** There are no service resources available with the required skill levels.

Answer: A,D (LEAVE A REPLY)

Explanation

Global optimization is a process that reschedules all service appointments within a specified time frame based on predefined criteria such as travel time or priority[82]. Global optimization doesn't reschedule appointments that have rule violations because it assumes that those appointments are manually scheduled by dispatchers for valid reasons[83].

There are no service resources available with the required skill levels because updating the skills required on the most common work types has increased the complexity of jobs and reduced the pool of qualified resources[84]. The optimizer uses a scheduling policy different from what is used on the dispatch console would not explain why the jobs are still scheduled to resources that lack the appropriate skill level.

Scheduling policies are records that define the optimization criteria for scheduling service appointments such as minimizing travel time or maximizing resource utilization[85]. The territory of the resources was not included in the global optimization request would not explain why the jobs are still scheduled to resources that lack the appropriate skill level.

Global optimization requests are records that specify which service territories and time frames should be optimized[86]. References:

[https://help.salesforce.com/s/articleView?](https://help.salesforce.com/s/articleView?id=sf.fs_global_optimization_overview.htm&type=5)

[id=sf.fs_global_optimization_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_global_optimization_overview.htm&type=5)

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

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

[https://help.salesforce.com/s/articleView?](https://help.salesforce.com/s/articleView?id=sf.fs_scheduling_policies_overview.htm&type=5)

[id=sf.fs_scheduling_policies_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_scheduling_policies_overview.htm&type=5)

[https://help.salesforce.com/s/articleView?](https://help.salesforce.com/s/articleView?id=sf.fs_global_optimization_requests_overview.htm&type=5)

[id=sf.fs_global_optimization_requests_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_global_optimization_requests_overview.htm&type=5)

NEW QUESTION: 35

Universal Containers sells widgets with multiple components. Based on a problem reported by a customer, one or more of the components need to be replaced.

What should a Consultant recommend to accurately record the required work?

- A.** Work Orders with Service Appointments
- B.** Work Orders with Work Order Line Items

C. Service Appointments and Service Appointment Line Items

D. Work Orders with Products Consumed

Answer: B (LEAVE A REPLY)

Explanation

This option allows recording the required work for each component separately, and tracking the status and progress of each Work Order Line Item. References:

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

NEW QUESTION: 36

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. Drag and drop the Service Appointments to other available Resources and run Optimization.

B. Ask the Customer Service Rep to call the customers and manually re-schedule for another day.

C. Change the Scheduling Policy to "High Intensity" and activate the Background Optimization process.

D. Update the Resource as not available, select the affected Service Appointments, and press "Schedule."

Answer: D (LEAVE A REPLY)

Explanation

Updating the Resource as not available allows marking a resource as unavailable for a specific time period due to sickness, vacation, or other reasons[28]. Selecting the affected Service Appointments and pressing

"Schedule" allows rescheduling multiple service appointments at once based on predefined criteria such as travel time or priority[28]. Dragging and dropping the Service Appointments to other available Resources and running Optimization would reschedule service appointments manually and then run an optimization process that could override the manual changes[29]. Asking the Customer Service Rep to call the customers and manually re-schedule for another day would not use the scheduling features of Field Service and could result in customer dissatisfaction or missed service level agreements. Changing the Scheduling Policy to "High Intensity" and activating the Background Optimization process would change the optimization criteria for all service appointments and run an optimization process in the background that could take a long time to complete[30]. References:

[https://help.salesforce.com/s/articleView?](https://help.salesforce.com/s/articleView?id=sf.fs_resource_absences_overview.htm&type=5)

[id=sf.fs_resource_absences_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_resource_absences_overview.htm&type=5)

[https://help.salesforce.com/s/articleView?](https://help.salesforce.com/s/articleView?id=sf.fs_schedule_service_appointments.htm&type=5)

[id=sf.fs_schedule_service_appointments.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_schedule_service_appointments.htm&type=5)

[https://help.salesforce.com/s/articleView?](https://help.salesforce.com/s/articleView?id=sf.fs_global_optimization_overview.htm&type=5)

[id=sf.fs_global_optimization_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_global_optimization_overview.htm&type=5)

[https://help.salesforce.com/s/articleView?](https://help.salesforce.com/s/articleView?id=sf.fs_global_optimization_overview.htm&type=5)

[id=sf.fs_background_optimization_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_global_optimization_overview.htm&type=5)

NEW QUESTION: 37

Universal Containers offers 2-hour versus 4-hour appointment booking windows for Gold versus Standard Customers. What should a Consultant recommend to offer appropriate appointment booking windows?

- A.** Service Due Date
- B.** Customer Working Hours
- C.** Customer Entitlement
- D.** Service Urgency

Answer: C (LEAVE A REPLY)

Explanation

Customer Entitlements are records that specify customers' support terms based on their contracts or warranties[38]. Customer Entitlements can be used to offer appropriate appointment booking windows for Gold versus Standard Customers by defining different appointment windows for different entitlement levels[39]. Service Due Date is a field on the work order object that indicates when a work order must be completed by[40]. Customer Working Hours are records that define when customers are available for service appointments[41]. Service Urgency is a field on the work order object that indicates how quickly a work order must be completed[42]. References:

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

[https://help.salesforce.com/s/articleView?](https://help.salesforce.com/s/articleView?id=sf.entitlements_overview.htm&type=5)

[id=sf.fs_appointment_windows_entitlements.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.entitlements_overview.htm&type=5)

[https://help.salesforce.com/s/articleView?id=sf.fs_work_orders_fields.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_appointment_windows_entitlements.htm&type=5)

[https://help.salesforce.com/s/articleView?](https://help.salesforce.com/s/articleView?id=sf.fs_appointment_windows_entitlements.htm&type=5)

[id=sf.fs_customer_working_hours_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_appointment_windows_entitlements.htm&type=5)

[https://help.salesforce.com/s/articleView?id=sf.fs_work_orders_fields.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_appointment_windows_entitlements.htm&type=5)

NEW QUESTION: 38

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?

- 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, Qwner of Service Appointment and members of User Territory
- D.** Owner of Service Appointment and members of Service Territory

Answer: B (LEAVE A REPLY)

Explanation

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. References:

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

NEW QUESTION: 39

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

Answer: B (LEAVE A REPLY)

Explanation

Products consumed are records that track the products used during a service appointment[32]. A custom installation date field on products consumed would allow reporting on the volume of products installed within a specific timeframe by filtering on the installation date field values[33]. A work order related list on asset would show the work orders associated with an asset, but not the products installed. Field history tracking on asset would track field changes on an asset, but not the products installed. The standard installation date field on asset would show when an asset was installed, but not the products installed. References:

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

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

NEW QUESTION: 40

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.** Entitlement Templates
- B.** Entitlements
- C.** Work Types
- D.** Work Order Record Types

Answer: C (LEAVE A REPLY)

Explanation

Work Types are templates that define the duration, skills, and products required for a work order or work order line item. By creating Work Types for Install, Break-fix, and Inspections, Universal Containers can standardize creation of Work Orders with the correct skills and estimated time to completion[34]. Entitlement Templates are templates that define the terms of support for customers such as number of cases allowed or response

time[35]. Entitlements are records that specify customers' support terms based on their contracts or warranties[36]. Work Order Record Types are record types that allow creating different page layouts and picklist values for different types of work orders[37]. References: https://help.salesforce.com/s/articleView?id=sf.fs_work_types.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.entitlements_templates_overview.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.entitlements_overview.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.fs_work_orders_record_types.htm&type=5

NEW QUESTION: 41

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

Answer: (SHOW ANSWER)

Explanation

These three considerations should be taken into account when implementing service level agreements for work orders, as they affect how milestones are created and applied to work orders. References:

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

NEW QUESTION: 42

Universal Containers Technicians frequently need to request more parts from another inventory location when stock runs low.

How can Universal Container Technicians achieve this for each product requested?

- A.** Create a Shipment and a Product request line item.
- B.** Create a Product Consumed and a Product request line item.
- C.** Create a Product Request and a Product request line item.
- D.** Create a Work Order Line Item and a Product request line item.

Answer: (SHOW ANSWER)

Explanation

This option allows creating a record to request products from another inventory location and adding product request line items for each product requested. References:

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

NEW QUESTION: 43

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?

- 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 (LEAVE A REPLY)

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. References:

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

NEW QUESTION: 44

Technicians often need to generate a report in the customer's language.

Which configuration should the Consultant recommend to meet the requirement?

- A. Update the Language of the current User.
- B. Add the Service Report Language field to the Work Order Page Layout.
- C. Add the Language field to the Contact Page Layout.
- D. Update the Default Language of the Organization.

Answer: (SHOW ANSWER)

Explanation

This option allows generating a report in the customer's language by selecting the language from a picklist field on the work order record. References:

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

NEW QUESTION: 45

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.
- 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: (SHOW ANSWER)

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. References:

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

NEW QUESTION: 46

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

- A. Work Order
- B. Return Order
- C. Product Transfer
- D. Product Receipt

Answer: B,D (LEAVE A REPLY)

Explanation

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.

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NEW QUESTION: 47

Universal Containers would like to provide Field Service Technicians the ability to capture details and customer approval on completed work so that the details can be compiled and sent to the customer electronically. What should a Consultant recommend to meet this requirement?

- A. Create a Process Builder to generate a report.
- B. Create a custom report.
- C. Use the standard Service Report

D. Use the standard Work Order email template.

Answer: C (LEAVE A REPLY)

Explanation

Service Reports are documents that summarize the details and outcomes of a service appointment such as work performed, products consumed, customer feedback, etc.[72]. Using the standard Service Report would allow Field Service Technicians to capture details and customer approval on completed work and send them to the customer electronically by generating and emailing service reports from the Field Service Mobile App or the web browser[73]. Creating a Process Builder to generate a report would not allow Field Service Technicians to capture details and customer approval on completed work. Process Builder is a tool that allows users to automate workflows based on specified criteria and actions[74]. Creating a custom report would not allow Field Service Technicians to capture details and customer approval on completed work. Custom reports are reports that allow users to view data based on specific criteria such as objects, fields, filters, or charts[75].

Using the standard Work Order email template would not allow Field Service Technicians to capture details and customer approval on completed work. Email templates are templates that allow users to send predefined emails with merge fields[76]. References:

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

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

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

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

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

NEW QUESTION: 48

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

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 (LEAVE A REPLY)

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. References:

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

NEW QUESTION: 49

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

Answer: D (LEAVE A REPLY)

Explanation

Polygons are geographic areas that define service territories for scheduling and optimization purposes. The Polygon Assignment Policy determines which polygon in a service territory hierarchy is used to assign service appointments to service resources based on their location or skills. Setting it to the Lowest Level ensures that service appointments are assigned based on the polygon of the child service territory in the hierarchy¹. Setting it to the Highest Level would use the polygon of the parent service territory in the hierarchy¹. The Territory Assignment Policy determines which territory in a hierarchy is used to filter available resources for scheduling. It does not affect polygon assignment. References: 1

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

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

NEW QUESTION: 50

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 Resource License
- B. FSL Admin License
- C. FSL Agent License
- D. FSL Dispatcher License

Answer: C (LEAVE A REPLY)

Explanation

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. References:

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

NEW QUESTION: 51

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?

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

Answer: (SHOW ANSWER)

Explanation

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

NEW QUESTION: 52

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

Answer: (SHOW ANSWER)

Explanation

User Territories are records that associate users with service territories for sharing purposes[90]. Creating a new user territory associated with the Service Territory and dispatcher would allow giving access to all relevant Midwest records by linking them with their corresponding service territory[91]. Configuring and running the User Territory Sharing Job in Field Service Settings would allow updating sharing rules based on user territories automatically at regular intervals such as daily or weekly[92]. Assigning a new user territory and adding each of the assigned service resources would not give access to all relevant Midwest records

NEW QUESTION: 53

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 ? answers

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

Answer: A,B (LEAVE A REPLY)

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.

References:

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

NEW QUESTION: 54

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

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

Answer: (SHOW ANSWER)

Explanation

Color Palettes are settings that allow dispatchers to customize the colors of service appointments on the Gantt based on different criteria such as status, priority, or rule violations[154]. Appointment List is a tool that allows dispatchers to view and filter service appointments in a list view based on different criteria such as status, priority, or rule violations[155]. Using these two features on the Dispatcher Console would allow visualizing Rule Violating Service Appointments by setting up color codes or filters based on rule violations.

Gantt is a tool that allows dispatchers to view and manage service appointments on a timeline[156]. Gantt Map is a tool that allows dispatchers to view and manage service appointments on a map[157]. Using these two features on the Dispatcher Console would not allow visualizing Rule Violating Service Appointments by themselves unless combined with color palettes or appointment list. References:

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

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

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

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

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

NEW QUESTION: 55

Universal Containers outsources 100 hours of weekly maintenance to an external Contractor. Jobs are assigned to a Contractor Manager instead of individual external technicians. The Contractor Manager is in charge of updating Service Appointments and Work Orders upon completion.

How should a Consultant implement the requirement?

- A. Create the individual Technicians as Service Crew Members.
- B. Set the individual Technicians as Capacity-Based Service Resources.
- C. Set the Contractor Manager as a Capacity-Based Service Resource.

D. Create the Contractor Manager as a Crew Service Resource.

Answer: C (LEAVE A REPLY)

Explanation

Capacity-Based Service Resources are service resources that have a limited number of hours available for work per day or week[150]. Setting the Contractor Manager as a Capacity-Based Service Resource would allow Universal Containers to outsource 100 hours of weekly maintenance to an external Contractor by setting up criteria such as capacity hours per week equals 100 and capacity type equals weekly[151]. Creating the individual Technicians as Service Crew Members would not work because Service Crew Members are service resources that belong to a crew and share the same service appointments[152]. Setting the individual Technicians as Capacity-Based Service Resources would not work because Universal Containers does not have visibility into the individual external technicians. Creating the Contractor Manager as a Crew Service Resource would not work because Crew Service Resources are service resources that act as leaders or managers of a crew and can assign crew members to service appointments[153]. References:

[https://help.salesforce.com/s/articleView?](https://help.salesforce.com/s/articleView?id=sf.fs_service_resources_capacity_based.htm&type=5)

[id=sf.fs_service_resources_capacity_based.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_service_resources_capacity_based.htm&type=5)

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[id=sf.fs_service_resources_capacity_based_create_edit.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_service_resources_capacity_based_create_edit.htm&type=5)

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

[https://help.salesforce.com/s/articleView?](https://help.salesforce.com/s/articleView?id=sf.fs_service_crews_create_edit_delete.htm&type=5)

[id=sf.fs_service_crews_create_edit_delete.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_service_crews_create_edit_delete.htm&type=5)

NEW QUESTION: 56

Universal Containers wants to identify which resources need more or fewer appointments. 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)

Explanation

Sort by Average Utilization is an option on the Resources Tab of the Gantt chart that allows sorting resources by their average utilization percentage[239]. Utilization is a metric that measures how much time a resource spends on service appointments compared to their total working hours[240]. Selecting Sort by Average Utilization on the Resources Tab would allow Universal Containers to identify which resources need more or fewer appointments by showing them how busy each resource is based on their utilization percentage[241].

Selecting Date Resolution on the Hours Tab would not allow Universal Containers to identify which resources need more or fewer appointments. Date Resolution is an option on the Hours Tab of the Gantt chart that allows changing how many hours are shown per column such as 1 hour, 2 hours, or 4 hours[242]. Selecting Travel Time and Breaks as skills on the Skills Tab would not allow Universal Containers to identify which resources need more or fewer appointments. Skills are records that define specific abilities or qualifications that resources have[243]. Travel Time and Breaks are not skills but fields on the Resource object that define how much time a resource spends traveling between service appointments and how much time they take for breaks[244]. Selecting Hours, Absences and Overtime on

NEW QUESTION: 57

Northern Trail Outfitters (NTO) wants to improve customer satisfaction by setting expectations around upcoming appointments.

When designing the Customer Service Representative's user interface, in most cases, which two fields should be shared with the customer about an upcoming appointment?

Choose 2 answers

- A. Scheduled End
- B. Arrival Window Start
- C. Scheduled Start
- D. Arrival Window End

Answer: (SHOW ANSWER)

Explanation

Arrival Window Start and Arrival Window End are fields on the Service Appointment that indicate when a technician is expected to arrive at a customer site based on travel time and service duration calculations. These fields can be shared with customers to set expectations around upcoming appointments. Scheduled End and Scheduled Start are fields on the Service Appointment that indicate when a technician is scheduled to start and end their service based on their availability and assigned time slots. These fields are not accurate indicators of when a technician will arrive at a customer site, as they do not account for travel time and service duration variations. References:

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

NEW QUESTION: 58

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

Answer: B (LEAVE A REPLY)

Explanation

A Product Request record can be added to a Work Order to request a product from inventory for a service appointment. A Work Type is a template that defines the duration, skills, and products required for a work order or work order line item. A Service Appointment is a record that represents a scheduled visit by a service resource to a customer location. A Service Report is a document that summarizes the details and outcomes of a service appointment. References:

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

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

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

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

NEW QUESTION: 59

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

A. Work order line item

B. assigned resources

C. Service resource

D. Work order

Answer: A,D (LEAVE A REPLY)

Explanation

Time sheet entries are records that track the time spent by a service resource on a work order or a work order line item[28]. Time sheet entries can be associated to work order line items or work orders using lookup fields[29]. Assigned resources are records that assign a service resource to a service appointment[30]. Service resources are records that represent the people or equipment that perform field service tasks[31]. Time sheet entries cannot be associated to assigned resources or service resources directly. References:

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

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

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

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

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

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

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