

DUMPS ARENA

Salesforce Certified Field Service Consultant

Salesforce Field-Service-Consultant

Version Demo

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QUESTION NO: 1

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: A D**QUESTION NO: 2**

Some Technicians report that they are unable to log in to the Salesforce Field Service mobile app. The Consultant confirmed that the Technicians have the Salesforce Field Service Resource License and Salesforce Field Service Resource Permissions assigned to them.

How should a Consultant provide access to the Salesforce Field Service mobile app?

- A. Modify the user's Profile.
- B. Update Public Group membership.
- C. Assign a Field Service Mobile License to the user.
- D. Modify the user record.

ANSWER: C**Explanation:**

A Field Service Mobile License is required to access the Salesforce Field Service mobile app. Modifying the user's Profile or updating Public Group membership will not help with this requirement as they are not related to accessing the app. Modifying the user record will also not help as it does not provide access to the mobile app.

QUESTION NO: 3

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

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

Choose ? answers

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

ANSWER: B C

QUESTION NO: 4

Geolocation tracking is enabled for Universal Containers's Technicians but should only apply to full-time employees.

How can geolocation tracking for contractors be disabled?

- A. Set the Geolocation Update Frequency field to zero for contractors.
- B. Add the Exclude Technician from Geolocation Tracking permission to a permission set and assign it to contractors.
- C. Uncheck the Geocoding field on the Contractor's profile.
- D. A Uncheck the Collect Service Resource Geolocation History field in Field Service Mobile Settings.

ANSWER: D

Explanation:

The Exclude Technician from Geolocation Tracking permission allows a user to exclude technicians from geolocation tracking. Setting the Geolocation Update Frequency field to zero for contractors, unchecking the Geocoding field on the Contractor's profile, or unchecking the Collect Service Resource Geolocation History field in Field Service Mobile Settings will not help with this requirement as they are not designed to exclude technicians from geolocation tracking.

QUESTION NO: 5

A Universal Containers 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 the Consultant recommend to ensure the service associated with each container can be handled independently?

Choose 2 answers

- A. Add each Asset to a separate Work Order Line Item. Create a Service Appointment for each Line Item.
- B. Add each Asset to a separate child Work Order. Create a Service Appointment for the parent Work Order.
- C. Add each Asset to a separate Work Order Line Item. Create a Service Appointment for the Work Order.

D. Add each Asset to a separate Work Order. Create a Service Appointment for each Work Order.

ANSWER: C D

QUESTION NO: 6

Universal Containers wants to track when Technicians need to visit a customer site multiple times to resolve an issue.

How should a Consultant configure this using a single Work Order?

- A. Create a new Service Appointment for each site visit.
- B. Create a new Child Work Order for each site visit.
- C. Create a new Product Consumed for each site visit.
- D. Create a new Work Order Line Item for each site visit.

ANSWER: A

QUESTION NO: 7

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

QUESTION NO: 8

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

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

Choose ? answers

- A. Create the work skills using the FSL Lightning Web Component. Assign the skills to Service Resources. Add the skill to Work Types and Work Orders.
- B. Create the work skills using the Guided Setup wizard. Assign the skills to Service Resources using Guided Setup.
- C. Create the work skills using the FSL Lightning Managed Package wizard. Assign the skills to Service Resources. Add the skill to Work Types and Work Orders.

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

ANSWER: B D

QUESTION NO: 9

An extreme weather situation impacted both the volume of open work and the number of available resources at Universal Containers.

Which approach should a Consultant recommend to realign available resources with open work?

- A. Resource Schedule Optimization
- B. Emergency scheduling
- C. Global optimization
- D. Customer First scheduling

ANSWER: B

QUESTION NO: 10

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. Preferred Resource
- C. Service Crew
- D. Technicians with Required Skills

ANSWER: C