

[Dec 06, 2023 Updates Up to 365 days On Valid Field-Service-Consultant Braindumps [Q32-Q46]



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Best QualityField-Service-Consultant Exam Questions Salesforce Test To Gain Brilliance Result

Salesforce Field-Service-Consultant (Salesforce Certified Field Service Consultant) Certification Exam is a professional certification exam that validates the skills and knowledge of professionals who work with field service management solutions in the Salesforce platform. Salesforce Certified Field Service Consultant certification exam is designed to test the proficiency of candidates in various areas such as field service management, mobile workforce management, scheduling, dispatching, and customer service.

Q32. A customer wants to send an email confirming opt-in when someone signs up for their emails via a form on their website. The email should arrive within a few minutes of completing the form, and all of the form data needs to be stored in Marketing Cloud to personalize the outgoing email. The customer has access to a developer for working with APIs, but they want to be able to change the email creative without involving the developer.

What should a consultant recommend?

- * Use a Send Email activity in Automation Studio to run hourly and deploy emails.
- * Use the WSPProxy via SSJS to deploy the email after capturing form data.
- * Use a Triggered Send Data Extension to capture form data and deploy the email.
- * Use a SQL Query activity in Automation Studio to run hourly and deploy emails.

Q33. 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?

- * Resource License
- * Salesforce License
- * Dispatcher License
- * Scheduling License

Q34. Optimization for the Midwest territory is set to automatically run each night for the next three days. The Dispatcher has noticed that the optimizer is leaving many Service Appointments unscheduled and has asked the Consultant to troubleshoot the issue. The Consultant notices that the Optimization Run Time per Service Appointment is set to Low in the Field Service Settings.

Which two conditions would make the Consultant consider setting the optimizer to High? Choose 2? answers

- * Most service appointments have the same priority.
- * The Scheduling Policy Used field is blank.
- * The scheduling policy is producing too many candidates that qualify for each Service Appointment.
- * The Calculate travel and breaks Field Service Setting is disabled for the Service Resource Availability work rule.

Explanation

These two conditions would make the optimizer run slower and leave many Service Appointments unscheduled, as it would have to evaluate too many possible scenarios and combinations. References:

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

Q35. Universal Containers wants Technicians to view work progress through the Work Order Line Item card in the Salesforce Field Service mobile app.

Which configuration steps should the Consultant take to meet this requirement?

- * Create a custom Visualforce page and add an external link in the Salesforce Field Service mobile app to view the page in the mobile browser.
- * Create a Report Chart that summarizes Work Order Line Items and add a link to the Service Appointment layout.
- * Add the Work Order Line Items related list to the Work Order page layout and assign the layout to the Technician's profile.
- * Create a custom Lightning Component that displays Work Order progress and deploy it to Technicians through the Salesforce Field Service mobile app.

Q36. Universal Containers provides installation services for each of its products. Each product requires different number of times, and a different sets of installation tasks. How should a consultant configure field service lightning to support this service?

- * Use the work type to define the installation services for each product- use work order to track work for each customer & use service appointment to assign the work
- * Use cases to define the installation services for each product & use service appointment to track the work for each customer- use work order to assign the work
- * Use service appointment to define the installation services for each product & use work order to track order for each customer use task to assign the work
- * Use work order to define the installation services for each product use work type to track work & use work type to track work for each customer & use service appointment to assign the work

Q37. Universal Containers requires trained inspectors to make three site visits per year to inspect containers at customer sites. These visits must be created 14 days before the next suggested inspection date.

What are two ways 3 Consultant can configure Maintenance Plans to meet the requirement?

Choose 2 answers

- * Associate a Required Skill called Site Visit to a Maintenance Plan.
- * Associate 2 Work Type called Site Visit to a Maintenance Plan
- * Auto-generate Work Orders with a 14 daya Generation Timeframe.
- * Auto-generate Work Orders with a 14 day Generation Horizon.

Explanation

Maintenance Plans are records that define recurring work orders for preventive maintenance such as inspections or tune-ups[188]. Auto-generate Work Orders is a setting that enables or disables the automatic generation of work orders from maintenance plans[189]. Generation Timeframe is a setting that defines how often work orders should be generated from maintenance plans such as daily, weekly, or monthly[190].

Generation Horizon is a setting that defines how far in advance work orders should be generated from maintenance plans such as 7 days or 30 days[191]. Auto-generating Work Orders with a 14 day Generation Timeframe and a 14 day Generation Horizon would allow Universal Containers to automatically generate Work Orders 14 days before the next suggested maintenance date by creating work orders from maintenance plans every 14 days within 14 days of their scheduled date. Associating a Required Skill called Site Visit to a Maintenance Plan would not affect how far in advance work orders are generated from maintenance plans.

Required Skills are fields on the maintenance plan object that indicate which skills are needed for performing preventive maintenance[192]. Associating a Work Type called Site Visit to a Maintenance Plan would not affect how far in advance work orders are generated from maintenance plans. Work Types are records that define the standard tasks and duration for a specific type of work[193]. 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_auto_generate_work_orders.htm&type=5

https://help.salesforce.com/s/articleView?id=sf.fs_maintenance_plans_generation_timeframe.htm

Q38. Upon arrival for the service appointment, technician report a team of people is required to resolve the issue How can the dispatcher ensure the required resources are assign to the issue?

- * Create a new work order and assign a crew
- * Create a new service appointment and assign to crew
- * Assign the existing service appointment to the crew
- * Assign the existing work order to crew

Q39. Which Work Rule should a Salesforce Field Service Consultant use to assign Service Resources based on related object records?

- * Required Resource
- * Match Field
- * Resource Availability
- * Extended Match

Q40. universal container is implementing work order management to better the support its clients Choose 2 answers

- * Create work skills using the fsl lightning Managed package wizard. Assign the skills to service resources. And the skill to work type and work order
- * Create the work skill using setup. Manually assign the skills to service resources

- * Create the work skills using the FSL lightning web component. Assign the skill to service resources add the skill to work type
- * Create the work skills using the guided setup wizard. Assign the skill to service to service resources using guided setup

Q41. universal containers are implemented field service lightning and wants to make sre the dispatch team receive work orders with appropriate resources and knowledge article requirement is defined What should a consultant recommend to achieve this requirement?

- * skill requirement work type and case process
- * work type skill routing skill requirements operating house and data categories
- * case process work types and record types
- * work types and skill requirements

Q42. Universal Containers sells products that are made up of senalized 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?

- * Use Work Orders and define a hierarchy.
- * Use Products and Product Families.
- * Use Assets and define a hierarchy.
- * Use Orders and Order Products.

Q43. Universal Containers wants to automatically create Work order Line Items based on the products being serviced. How can this be achieved?

- * With Entitlement Templates
- * With Workflows
- * With Process Builder
- * With Work Order Types.

Q44. 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?

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

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.

Q45. Universal Containers wants to have more control over the geography in which their Technicians are performing work. What capability should a Consultant enable?

- * Service Territories
- * Geotracking
- * Territory Management
- * Location Management

Q46. A customer wants to integrate a new dataset with pre-existing contacts. This data will be updated via separate data feeds from the main contact information.

What data model configuration should be recommended?

- * Create additional attribute fields in the main contact data extension.
- * Create new Salesforce data extension and link it to the other data extensions.
- * Create a new data extension and link it to the other data extensions.
- * Create a new data extension and link it as a new population.

Salesforce Field-Service-Consultant Certification Exam is designed for professionals who want to validate their knowledge and expertise in the field service industry. Salesforce Certified Field Service Consultant certification is ideal for individuals who want to demonstrate their skills in the implementation and management of field service solutions using Salesforce technology.

Focus on Field-Service-Consultant All-in-One Exam Guide For Quick Preparation:

<https://www.examlabs.com/Salesforce/Field-Service-Lightning-program/best-Field-Service-Consultant-exam-dumps.html>]