Vendor: Salesforce

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Exam Name: Salesforce Certified Field Service Consultant

Version: DEMO

QUESTION 1
An agent has to create a Work Order for a complex installation. A Work Order Line Item is created for each required component so it can be tracked and priced separately. However, a few of the components are only on the company's Preferred Price Book while the others are on the U.S. Price Book. Which solution should a Consultant recommend so the agent can meet this requirement?

A. Create one Work Order and add Work Order Line Items based on the Price Book selected on the Work Type.
B. Create one Work Order for each Price Book and use Work Types to assign the Price Book to each Work Order Line Item.
C. Create one Work Order andoverride the price on Work Order Line Items for products on the Preferred Price Book.
D. Create one Work Order for each Price Book and add Work Order Line Items to the appropriate Work Order based on its Price Book.

Answer: C
Explanation:
A Work Order can have only one Price Book associated with it, which is determined by the Price Book selected on the Work Type. To use products from different Price Books on the same Work Order, the price on Work Order Line Items for products on other Price Books can be overridden manually or by using automation tools such as Process Builder or Apex triggers. Creating one Work Order for each Price Book or using Work Types to assign Price Books to each Work Order Line Item would not allow using products from different Price Books on thesame Work Order.

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 articlesto 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
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 theField Service Mobile App to view their assigned tasks.

QUESTION 3
Northern Trail Outfitters (NTO) wants to improve customer satisfaction by setting expectations around upcoming appointments. When designing theCustomer 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: BD
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 customersto 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.

QUESTION 4
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: CD
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 generateand schedule recurring work orders.

QUESTION 5
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
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 fora 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.

QUESTION 6
The Org-Wide Default sharing for a Service Appointment is set to Private. If the Service Appointment iscancelled, 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
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.

QUESTION 7
Northern Trail Outfitters (NTO) wants to automatically dispatch a Technician's next two Service Appointments after the Technician completes their current Service Appointment. NTO wants to be consistent across all of the Service Territories and control thenumber of Service Appointments that are pushed to the Technician. What automated processing should the Consultant configure upon Work Order completion to dispatch the next two Appointments?

A. Build a Workflow Rule.
B. Create an Apex Trigger.
C. Enable Drip feed Dispatch.
D. Configure an Auto Dispatch Scheduled Job.

Answer: C
Explanation:
This option allows automatically dispatching a certain number of Service Appointments to a technician after they complete their current one, based on a predefined criteria.

QUESTION 8
Universal Containers (UC) is rolling out InventoryManagement 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 ProductsRequired 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 Liston the Work Type object.

Answer: C
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.

QUESTION 9
Universal Containers has implemented a Flow that allows Technicians to replace faulty or damaged Assets directly fromwithin the Salesforce Field Service mobile app. Once a replacement has been made, where can the Asset Relationships be viewed?

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

Answer: D
Explanation:
This option allows viewing the asset relationships on the Asset object, where the primary asset is the parent asset and the related assets are the child assets.

QUESTION 10
Universal Containers (UC) schedules jobs that require multiple steps when on-site. UC wants to add a new status to theexisting status flow. Which two configurations should the Consultant set up to meet this requirement? Choose 2 answers

A. Add the Status Transitions to the Technicians' Profile.
B. Add new Status to the Service Appointment.
C. Add new status to Status Transitions.
D. Add new Status to the Case.

Answer: BC
Explanation:
These two configurations allow adding a new status to the existing status flow for Service Appointments, and defining which statuses can transition to or from the new status.

QUESTION 11
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: BD
Explanation:
The technician would use a Return Order to create a return for the unused circuitboard. 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 wouldspecify the quantity of the product received, the condition of the product, and the location of the product.

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