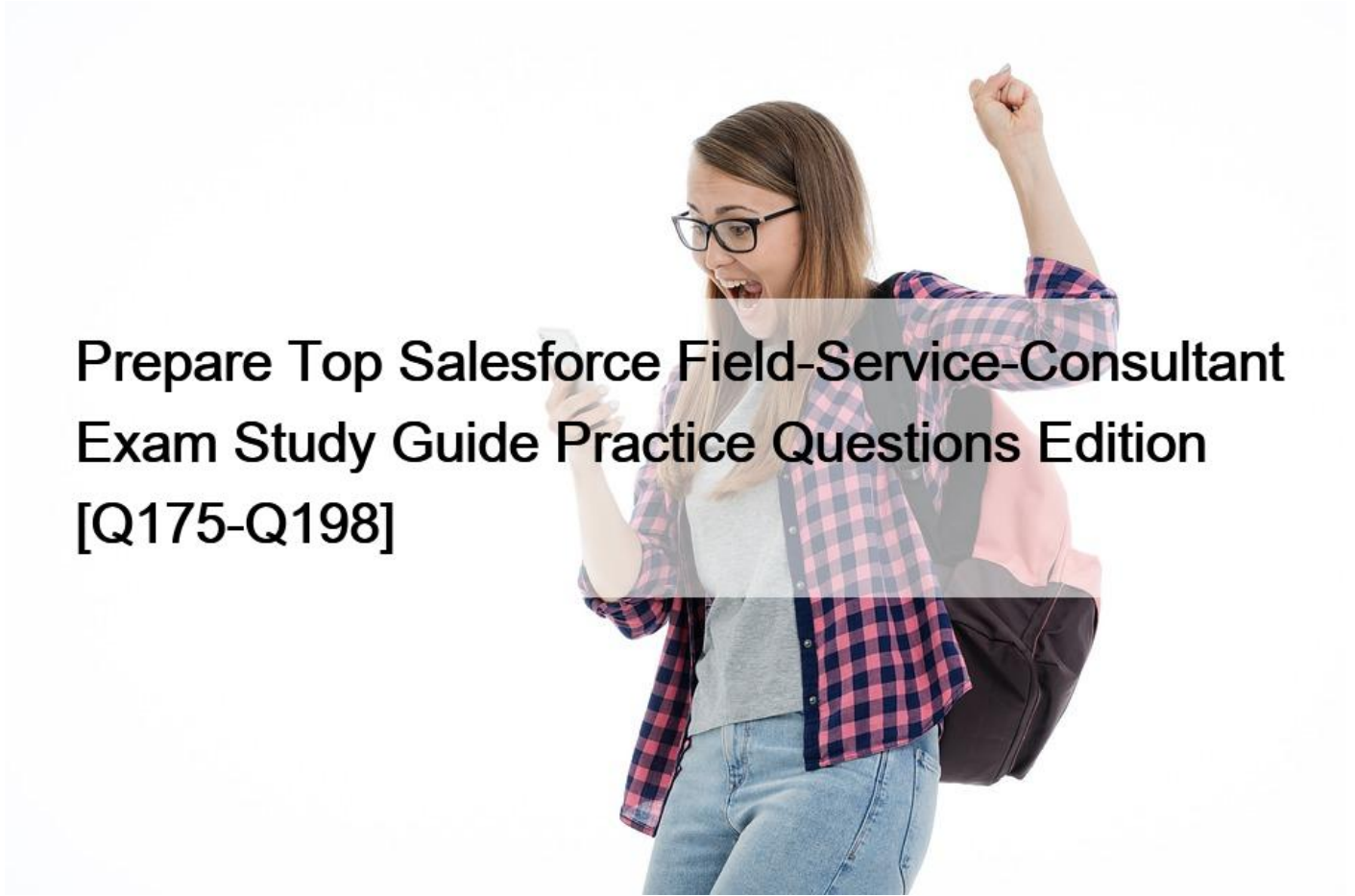# Prepare Top Salesforce Field-Service-Consultant Exam Study Guide Practice Questions Edition [Q175-Q198

Prepare Top Salesforce Field-Service-Consultant Exam Study Guide Practice Questions Edition

Go to Field-Service-Consultant Questions - Try Field-Service-Consultant dumps pdf Q175. Universal Containers wants to offer customers a Maintenance Plan that provides 12 monthly checkups. The customer will call to schedule each visit.

How should a Consultant configure the Maintenance Plan to meet this requirement?
* Set Frequency to 1 Month; Generation Timeframe of 12; check Auto-generate work orders.
* Set Frequency to 1 Month; Generation Timeframe of 12; uncheck Auto-generate work orders.
* Set Frequency to 1 Month; Generation Timeframe of 1; uncheck Auto-generate work orders.
* Set Frequency to 1 Month; Generation Timeframe of 1; check Auto-generate work orders.

Q176. Universal containers want to implement service legal agreements (SLA) for work Order.

Which three considerations should the consultant take into account?
* A new entitlement process requires selecting entitlement process type.
* Milestones for the work orders can be set up from the metadata API
* A single milestone can be added to both case and work order entitlement processes.
* An entitlement process must be applied to both cases and work order

* Milestone of the work orders can be configured in setup.

Q177. 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 the number of Service Appointments that are pushed to the Technician.

What automated processing should the Consultant configure upon Work Order completion to dispatch the next two Appointments?
* Create an Apex Trigger.
* Build a Workflow Rule.
* Enable Drip feed Dispatch.
* Configure an Auto Dispatch Scheduled Job.

Q178. Universal containers want to track the full lifecycle of an installed product, including when a swap is needed as part of a service order.

Which steps technicians follow to report that a substitute asset is installed?
* Mark installed asset as “shipped” – create a new product – relate the product to the asset
* Mark installed asset as “obsolete”- create a new product – related the product to asset
* Mark installed asset as “shipped” – create new assets – create a new asset of relationships type = “shipment”;
* Mark installed asset as “obsolete”- create a new product – create a new asset of relationships type =” replacement”;

Q179. 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
* Entitlement Templates
* Entitlements
* Work Types
* Work Order Record Types

Q180. Universal containers provides multiple service types (i.e., installation, maintenance, break/fix). Each service requires a variety of skills and certification for a resource to excel.

Which two configurations should a consultant implement to meet this requirement?

Choose 2 answer
* Assign the appropriate skills to resources.
* Use work types with required skills.
* Select the relevant work types for each resource.
* Create multiple work order line items per service.

Q181. Universal Containers is implementing Field Service Lightning and wants to make sure the dispatch team receives Work Orders with appropriate resource and timeframe requirements defined. What should a Consultant implement to achieve this requirement?
* Work Types, Skill Routing, Skill Requirements, Operating Hours
* Case process, Work Types, Entitlements, and Milestones
* Skill Requirements, Work Types, Case Process, Milestones
* Work Types, Skill Requirements, Entitlements, and Milestones

Q182. Universal Containers wants to track the work that is performed on the customer’s install base.

What object relationship should the Consultant focus on to meet this requirement?
* Products to Accounts
* Assets to Products
* Work Orders to Assets
* Work Orders to Products

Q183. Approximately 70% of Universal Containers’ site visits are inspections and quotation sessions that take roughly the same amount of time and same set of resource skills to complete. What should a Consultant recommend to streamline the creation of these work orders?
* Train Technicians to use Duplicate Work Order feature.
* Launch the Work Order Standardization Wizard.
* Create a standard set of Work Order Line Items.
* Create Work Types for use on Work Orders

Q184. Universal Containers does not want the lunch break to interfere with existing scheduled work. How should a Consultant configure the Scheduling Policy to ensure a 30-minute lunch break that begins every day after

1pm?
* Create a recurring Service Appointment
* Create Resource Absences every day.
* Use appropriate Resource Operating Hours.
* Use the Resource Availability Rule.

Q185. 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?
* Relate the Time Sheet to the Service Appointment.
* Relate the Time Sheet Entries to the Work Order Line Item.
* Relate the Time Sheet Entries to the Service Appointment.
* Relate the Time Sheet to the Work Order Line Item.

Q186. Dispatches at Universal Containers want to ensure the Resource being assigned to a Work Order has the correct training. What should a Consultant implement to accomplish this requirement?
* Set up Service Locations, Set up Location Skills, Define Work Types
* Define Work Types, Define Work Order Status, Set up Resource Skills
* Define Skills, Set up Skill Requirements, and Set up Resources Skills
* Set up Skill Requirements, Define Work Types, Set up Routing Rules.

Q187. Universal container needs to verify that a repair job has been completed to the customer satisfaction before an invoice can be generated Which two items should the consultant consider?

Choose 2 answers
* Generate service in the organization’s default language
* Send a feedback survey to the customer when a service appointment is completed
* Configure signature blocks for service report templates
* Add service reports templates to the appropriate repair work type

Q188. Universal Containers has implemented a Flow that allows Technicians to replace faulty or damaged Assets directly from within the Salesforce Field Service mobile app.

Once a replacement has been made, where can the Asset Relationships be viewed?
* Only the Primary Assets related list on the Asset object
* Both the Primary Assets and Related Assets related lists on the Work Order object
* Only the Primary Assets related list on the Work Order object
* Both the Primary Assets and Related Assets related lists on the Asset object

Q189. technicians at Universal container use the field service lightning mobile app at a customer site. After completing th3 work technician updates the service appointment status to complete and save the records. Dispatcher see the appointment as dispatched on the console instead of seeing the complete status update Which two troubleshooting steps should a consultant take to resolve the issue?

Choose 2 answers
* Conform the technician mobile device is online
* Investigate work order life cycle
* Verify the dispatcher ran the service appointment data job
* Review service appointment automation

Q190. Universal Containers wants to help their dispatchers determine the length of time a Work Order should last.

What should the Consultant implement to help achieve this goal?
* Work Types with an Estimated Duration.
* Operating Hours for Customer Accounts.
* Work Orders with Operating Hours.
* Work Types with Service Level Agreement.

Q191. Universal containers wants to assign service appointments based on the polygon of the child service Territory in the hierarchy.

How should a consultant assign service appointments to the polygon?
* Set the polygon assignment policy to the highest level.
* Set the territory assignment policy to the highest level.
* Set the territory assignment policy to the lowest level.
* Set the polygon assignment policy to the lowest level.

Q192. 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?
* Define a generation horizon of 14 days.
* Define a generation timeframe of 14 days.
* Configure Auto-generate Work Orders to True.
* Define a generation horizon of 20,160 minutes.

Q193. Geolocation tracking is enabled for universal container’s for technician but should apply to full time employees How can Geolocation tracking for contractors to be disabled?
* Add the exclude technician from Geolocation tracking permission to a permission set and assign it to a contractor

* Unchecked the collect service resources Geolocation history field in field service mobile settings
* Unchecked the geocoding field on the contractor’s profile
* Set the Geolocation update frequency field to zero for contractors

Q194. Universal Containers would like to engage Contractors and Customers directly in their Field Service Solution.

Which three options will provide read, write and edit access to Works Order objects? Choose 3 answers
* Customer Communities Plus
* Chatter Files Connect
* Chatter Customer Groups
* Partner Communities
* Customer Communities

Q195. Universal Containers occasionally needs to use two technicians to complete a job, however the technicians can be onsite at different How should a consultant implement this process?
* Create two service appointments and set the early start to the start time of the first service appointments
* Create two service appointments and assign two different resources
* Create one service appointments and schedule two resources
* Create one service appointments and add two required resources

Q196. 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?
* Create a quick action on the work order to search the Knowledge base.
* Attach the relevant articles to the work order or work order line items.
* Update the Service Appointment page layout to include the Articles related list.
* Add the Knowledge Lightning component to the Field Service mobile app.

Q197. A customer support agent handles an in – bound case that requires a repair of an industrial oven at a busy restaurant. The work should be assigned to a repair technician in the area, even if the technician is currently working on another assignment. Which scheduling action should the consultant recommend to the customer support agent?
* Emergency
* Appointment booking
* Fill-in schedule
* Get candidates

Q198. A Field Technician from Universal Containers arrived onsite for an appointment, and unfortunately the customer was not present. UC wants to ensure they can track these customer no-show events for future process improvement.

What process should a Consultant recommend to handle this situation?
* Set the existing Service Appointment status to Cannot Complete; Create a new Service Appointment against the same Work Order for the follow-up trip.
* Set the existing Service Appointment status to Complete; Create a new Work Order and Service Appointment for the follow-up trip.
* Set the existing Service Appointment status to In Progress; Create a new Work Order and Service Appointment for the follow-up trip.
* Set the existing Service Appointment status to Cannot Complete; Create a new Work Order Line Item for the follow-up trip.

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