

# FIELD-SERVICE-CONSULTANT<sup>Q&As</sup>

Salesforce Certified Field Service Consultant

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## QUESTION 1

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 starts
- C. arrival window end
- D. scheduled start

Correct Answer: BD

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## QUESTION 2

Universal Containers provides multiple service types (i.e, Installation, Maintenance, Break/Fix, etc). Each Service requires a variety of skills and certifications in order for a resource to excel. Which two configurations should a Consultant implement to meet this requirement? Choose 2 answers

- A. Create Multiple Work Orders Line Items per service.
- B. Select the relevant Work Types for each Resource.
- C. Assign the appropriate Skills to Resources.
- D. Use Work Types with required Skills.

Correct Answer: CD

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## QUESTION 3

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 2 answers

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

Correct Answer: AB

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## QUESTION 4

Universal Containers wants Field Technicians to capture customer authorization via a signature through Salesforce mobile app.

What should a Consultant recommend?

- A. Create a Quick Action on the Service Appointment to launch a Visualforce signature page.
- B. Create an Approval Process from the Service Appointment for the customer's Authorization.
- C. Create a Checkbox on the Service Appointment that will capture the customer's Authorization.
- D. Create a custom text field to capture the customer's signature on Salesforce mobile app.

Correct Answer: C

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## QUESTION 5

Often, Technicians earn certifications that must be renewed periodically to ensure their skills remain up-to-date. How can these certifications be managed on the Resource?

- A. Add the Resource Skill and track certification using reminder.
- B. Add the Resource Skill and create Absence once expired.
- C. Add the Resource Skill and set the End Date.
- D. Add the Resource Skill and remove from the Service Territory once expired.

Correct Answer: C

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