

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

Salesforce Certified Field Service Consultant

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## QUESTION 1

Universal Containers is deploying Field Service Lightning in Europe, where pricing varies by country.

What Price Book structure is recommended?

- A. Utilize a custom Price Book specific to each country.
- B. Utilize the standard Price Book with pricing rules applied.
- C. Utilize a custom Price Book with pricing rules applied.
- D. Utilize a standard Price Book specific to each country.

Correct Answer: A

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## QUESTION 2

Technician often need to generate reports in customer language. Which configuration should the consultant recommend to meet the requirements?

- A. Update the language of the current user
- B. Update the default language of the organization
- C. Add the language field to the contact page layouts
- D. Add the service report language field to the work order page layout

Correct Answer: D

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## QUESTION 3

Universal Containers has implemented a Knowledge solution to provide Field Technicians with information necessary to complete assigned work. Which two capabilities will now be available?

- A. Attach Knowledge Articles to Work Order Line Items Only.
- B. Manage Attached Articles and Search the Knowledge Base.
- C. Attach Articles to Work Orders and Work Order Line Items.
- D. Include Quick Actions and Global Actions in Attached Articles.

Correct Answer: BC

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## QUESTION 4

Which Work Rule should a Salesforce Field Service Consultant use to assign Service Resources based on related

object records?

- A. Required Resource
- B. Match Field
- C. Resource Availability
- D. Extended Match

Correct Answer: D

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## QUESTION 5

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?

- A. Set up Service Locations, Set up Location Skills, Define Work Types
- B. Define Work Types, Define Work Order Status, Set up Resource Skills
- C. Define Skills, Set up Skill Requirements, and Set up Resources Skills
- D. Set up Skill Requirements, Define Work Types, Set up Routing Rules.

Correct Answer: C

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