

# Salesforce Field Service Consultant

**SALESFORCE FIELD SERVICE CONSULTANT CERTIFICATION QUESTIONS & ANSWERS**

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Exam Summary – Syllabus – Questions

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## **FIELD SERVICE CONSULTANT**

Salesforce Certified Field Service Consultant

60 Questions Exam – 63% Cut Score – Duration of 105 minutes

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## Know Your Field Service Consultant Certification Well:

The Field Service Consultant is best suitable for candidates who want to gain knowledge in the Salesforce Consultant. Before you start your Field Service Consultant preparation you may struggle to get all the crucial Field Service Consultant materials like Field Service Consultant syllabus, sample questions, study guide.

But don't worry the Field Service Consultant PDF is here to help you prepare in a stress free manner.

The PDF is a combination of all your queries like-

- What is in the Field Service Consultant syllabus?
- How many questions are there in the Field Service Consultant exam?
- Which Practice test would help me to pass the Field Service Consultant exam at the first attempt?

Passing the Field Service Consultant exam makes you Salesforce Certified Field Service Consultant. Having the Field Service Consultant certification opens multiple opportunities for you. You can grab a new job, get a higher salary or simply get recognition within your current organization.

## Salesforce Field Service Consultant Certification Details:

<b>Exam Name</b>	Salesforce Field Service Consultant
<b>Exam Code</b>	Field Service Consultant
<b>Exam Price</b>	Registration fee: USD 200 Retake fee: USD 100
<b>Duration</b>	105 minutes
<b>Number of Questions</b>	60
<b>Passing Score</b>	63%
<b>Recommended Training / Books</b>	<a href="#">Prepare for your Salesforce Field Service Consultant Credential</a> <a href="#">Implement Salesforce Field Service (FSL201)</a>
<b>Schedule Exam</b>	<a href="#">Kryterion Webassessor</a>
<b>Sample Questions</b>	<a href="#">Salesforce Field Service Consultant Sample Questions</a>
<b>Recommended Practice</b>	<a href="#">Salesforce Certified Field Service Consultant Practice Test</a>

## Field Service Consultant Syllabus:

Section	Objectives	Weight
<b>Managing Resources</b>	<ul style="list-style-type: none"> <li>- Set up and manage crews.</li> <li>- Determine how and when to set up different resource types.</li> <li>- Given a scenario, recommend the appropriate Service Territories and their Members.</li> <li>- Explain the relationships between time sheets, timesheet entries, service resources, and Work Orders.</li> <li>- Demonstrate how to use skills, skill levels, and time-based skills.</li> <li>- Show how to use operating hours for service resources, accounts, work orders, and booking appointments.</li> <li>- Distinguish between field service license types and when to deploy them.</li> </ul>	<b>16%</b>
<b>Managing Work Orders</b>	<ul style="list-style-type: none"> <li>- Configure Work Order processes, parameters, and Work Types.</li> <li>- Given a scenario, choose the appropriate Resource Preferences.</li> <li>- Apply Products Required to a Work Order.</li> <li>- Analyze how and when to use Work Order Line Items.</li> <li>- Illustrate how to configure Work Order Milestones.</li> <li>- Given a scenario, recommend the appropriate relationship between Service Appointments, Work Orders, and Work Order Line Items.</li> </ul>	<b>23%</b>
<b>Managing Scheduling and Optimization</b>	<ul style="list-style-type: none"> <li>- Understand different field service settings for SFS Administrator.</li> <li>- Given a scenario, choose the appropriate action to manage a Service Appointment.</li> <li>- Given a scenario, apply the appropriate life cycle of a Service Appointment required to execute a Work Order.</li> <li>- Decide on the appropriate Schedule Policy to achieve the business requirements.</li> <li>- Given a scenario, determine the appropriate option to execute Complex Work in SFS.</li> <li>- Explain the difference between a multi-day Service Appointment and a standard Service Appointment.</li> <li>- Outline the differences between aerial versus street-level routing.</li> <li>- Given a scenario, determine the appropriate dispatch strategy for an organization.</li> <li>- Compare different filtering options for the Dispatcher Console.</li> <li>- Explain how to set up optimization.</li> <li>- Given a scenario, decide the appropriate type of</li> </ul>	<b>28%</b>

Section	Objectives	Weight
	scheduling service to use. - Given a scenario, decide the appropriate type of optimization service to use. - Understand the usage of Salesforce Field Service for DateTime tracking fields.	
<b>Configuring Mobility</b>	- Assess the requirements and tools needed to execute a customer sign-off process. - Given a scenario, configure the Field Service app to support key business processes. - Distinguish between Field Service Mobile and Salesforce Mobile app capabilities. - Understand the available SFS Mobile settings.	<b>10%</b>
<b>Managing Inventory</b>	- Given business requirements, distinguish the appropriate price book model for products consumed. - Given business requirements, justify which define the applicable inventory model. - Explain the Return Order object model and process.	<b>8%</b>
<b>Managing Assets</b>	- Apply procedural concepts to maintain and update assets and asset relationships.	<b>5%</b>
<b>Configuring Maintenance Plans</b>	- Given a scenario, recommend the appropriate maintenance plan.	<b>5%</b>
<b>Permissions and Sharing</b>	- Understand use cases for different types of SFS permission sets. - Explain how scheduled Service Appointments are shared with service resources. - Understand the differences between user territories and service territories.	<b>5%</b>

## Salesforce Field Service Consultant Sample Questions:

### Question: 1

What are the two benefits of using field service lightning apps instead of Salesforce mobile apps? (Choose 2 answers)

- a) Agents view of upcoming service appointment
- b) Offline access to flow
- c) Native customer signature capture
- d) Customized navigation menu

**Answer: b, c**

**Question: 2**

One of the universal container customers allow maintenance only between 12:00 noon to 1:00 pm On which object should a consultant set operating Hours to meet this requirement?

- a) Service territory number
- b) Service territories
- c) Service appointment
- d) Account

**Answer: d****Question: 3**

Which configuration can universal containers use to brand the field service lightning mobile app?

- a) Company logo
- b) Company style sheets
- c) Company address
- d) Company colours

**Answer: a****Question: 4**

When the universal container UC technician installed a product at a customer site the technician must perform all future work for that customer Which process should the consultant use to meet the requirements?

- a) Add the resources as a required resource on the contact
- b) Add the resources as a required resource on the work order
- c) Add the resources as a required resource on the asset
- d) Add the resources as a required resource on the account

**Answer: d****Question: 5**

An extreme whether situation impacts both the volume of work and number of available resources at universal container Which approach should a consultant recommend to realign available resources with? open work?

- a) Resource Schedule optimization
- b) Global optimization
- c) Emergency scheduling
- d) Customer first scheduling

**Answer: c**

**Question: 6**

Which three objects are associated with the work type? (Choose 3 answers)

- a) Skills
- b) Products
- c) Article
- d) Service appointment
- e) Resource

**Answer: a, b, c**

**Question: 7**

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?

- a) Create a new work order and assign a crew
- b) Create a new service appointment and assign to crew
- c) Assign the existing service appointment to the crew
- d) Assign the existing work order to crew

**Answer: c**

**Question: 8**

Which two considerations impact the scheduled time frame of multi-day work? (Choose 2 answers)

- a) Assigned resource
- b) Homebase travel
- c) Resource skill level
- d) Break duration

**Answer: a, d**

**Question: 9**

Time sheet entries can be associated to which two objects? (Choose 2 answer)

- a) Work order line item
- b) Work order
- c) Service resource
- d) assigned resources

**Answer: a, b**

**Question: 10**

How should the consultant recommend visualizing the highest revenue generating service appointments on the Gantt?

- a) Add the relevant field to the field set.
- b) Use map report layers.
- c) Color code using Gantt palettes.
- d) Create a Gantt action to highlight.

**Answer: c**

## Study Guide to Crack Salesforce Field Service Consultant Exam:

- Getting details of the Field Service Consultant syllabus, is the first step of a study plan. This pdf is going to be of ultimate help. Completion of the syllabus is must to pass the Field Service Consultant exam.
- Making a schedule is vital. A structured method of preparation leads to success. A candidate must plan his schedule and follow it rigorously to attain success.
- Joining the Salesforce provided training for Field Service Consultant exam could be of much help. If there is specific training for the exam, you can discover it from the link above.
- Read from the Field Service Consultant sample questions to gain your idea about the actual exam questions. In this PDF useful sample questions are provided to make your exam preparation easy.
- Practicing on Field Service Consultant practice tests is must. Continuous practice will make you an expert in all syllabus areas.

### **Reliable Online Practice Test for Field Service Consultant Certification**

Make VMExam.com your best friend during your Salesforce Field Service Consultant exam preparation. We provide authentic practice tests for the Field Service Consultant exam. Experts design these online practice tests, so we can offer you an exclusive experience of taking the actual Field Service Consultant exam. We guarantee you 100% success in your first exam attempt if you continue practicing regularly. Don't bother if you don't get 100% marks in initial practice exam attempts. Just utilize the result section to know your strengths and weaknesses and prepare according to that until you get 100% with our practice tests. Our evaluation makes you confident, and you can score high in the Field Service Consultant exam.

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