



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

Salesforce Certified Field Service Consultant

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### QUESTION 1

Universal containers want to track the time a service resource spends on each step of a more complex repair job. This time could include travel, prep and on site time.

How could a service resource's timesheet be configured to track the total time spent on each step?

- A. Relate the timesheet entries to the work order line time
- B. Relate the timesheet entries to the service appointment
- C. Relate the time sheet to the service appointment
- D. Relate the time sheet to the work order line item

Correct Answer: A

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### QUESTION 2

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

- A. Work order line item
- B. assigned resources
- C. Service resource
- D. Work order

Correct Answer: AD

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### QUESTION 3

When should both the Root Work Order and Root Work Order Line Item fields be added to page layouts?

- A. When a service process dictates that there are two levels in a Work Order Hierarchy and two levels in the Work Order Line Hierarchy. (Parent Work Order can be used)
- B. When a service process dictates that there is a single level in a Work Order Hierarchy and more than two levels in the Work Order Line Hierarchy.
- C. When a service process dictates that there are more than two levels in a Work Order Hierarchy and more than two levels in the Work Order Line Hierarchy.
- D. When a service process dictates that there are more than two levels in a Work Order Hierarchy and more than a single level in the Work Order Line Hierarchy.

Correct Answer: C

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#### QUESTION 4

Universal Containers wants to prevent the lunch break from interfering with existing scheduled work.

How should a Consultant configure the Scheduling Policy to ensure a 30-minute lunch break that begins every day after 1 PM?

- A. Create a recurring Service Appointment.
- B. Use the Resource Availability Rule.
- C. Use appropriate Resource Operating Hours.
- D. Create Resource Absences every day.

Correct Answer: D

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#### QUESTION 5

Universal Containers is expecting the amount of work to increase significantly over the next three weeks. They have decided to engage a new third-party Contract Provider to help with the additional work. How should a Consultant recommend Configuring the new Contractor?

- A. Create a Capacity-based Resource and delete that Resource after three weeks.
- B. Create a Resource and give them 24-hour availability for the next three weeks.
- C. Create a Capacity-based Resource and give them 24-hour availability for the next three weeks.
- D. Create a Capacity-based Resource and give them Capacity for the next three weeks.

Correct Answer: D

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