



FIELD-SERVICE-CONSULTANT^{Q&As}

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QUESTION 1

In the dispatch Console, when viewing the Map, which three data elements can be presented to the Dispatcher?
Choose 3 answers

- A. Google Traffic Data
- B. Resource's Home Base
- C. Service Appointments
- D. Resource's Travel Speed
- E. Service Appointment Dependencies

Correct Answer: ABC

QUESTION 2

Universal containers technician may be assigned to jobs with arrival window to meet the customer appointment time preference technicians are also assigned to jobs without a preferred appointment time.

In which two ways should the consultant define operation house to meet this requirement

Choose 2 answers

- A. When service resources are available for work
- B. The maintenance plan for account
- C. The due date of the service appointment
- D. The time slots for appointment booking

Correct Answer: CD

QUESTION 3

Universal containers are implemented field service lightning and wants to make sure the dispatch team receive work orders with appropriate resources and knowledge article requirement is defined.

What should a consultant recommend to achieve this requirement?

- A. skill requirement work type and case process
- B. work type skill routing skill requirements operating house and data categories
- C. case process work types and record types
- D. work types and skill requirements



Correct Answer: D

QUESTION 4

Universal container is implementing work order management to better the support its clients.

Choose 2 answers

- A. Create work skills using the fsl lightning Managed package wizard. Assign the skills to service resources. And the skill to work type and work order
- B. Create the work skill using setup. Manually assign the skills to service resources
- C. Create the work skills using the FSL lightning web component. Assign the skill to service resources add the skill to work type
- D. Create the work skills using the guided setup wizard. Assign the skill to service to service resources using guided setup

Correct Answer: BD

QUESTION 5

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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