



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

Salesforce Certified Field Service Consultant

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#### QUESTION 1

Universal Containers performs multi-staged jobs, where the second job can only begin after completion of the first job. How should a Consultant recommend implementing this process?

- A. Create two Service Appointments, set the Related Service Appointment and Time Dependency.
- B. Create one Service Appointment with the total duration of the two jobs and assign two Resources.
- C. Create two Service Appointments and schedule them to the same Resource.
- D. Create one Service Appointment and schedule it to two different Resources.

Correct Answer: A

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#### QUESTION 2

Universal Containers wants to encourage their Technicians to identify sales opportunities in the field. Which option should a Consultant recommend?

- A. Log a follow-up task on the Work Order.
- B. Call the Sales Team with the Opportunity.
- C. Create a custom field on the Work Order.
- D. Create a Quick Action to create the Opportunity.

Correct Answer: D

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#### QUESTION 3

Universal Containers wants to assign service appointments based on the polygon of the child service Territory in the hierarchy.

How should a consultant assign service appointments to the polygon?

- A. Set the polygon assignment policy to the highest level.
- B. Set the territory assignment policy to the highest level.
- C. Set the territory assignment policy to the lowest level.
- D. Set the polygon assignment policy to the lowest level.

Correct Answer: C

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#### QUESTION 4



A Technician is onsite where there is no connectivity and is required to capture the customer's signature. What is the appropriate order of operations as the Technician goes back online?

- A. Deliver Service Report, capture signature, update records, sync device.
- B. Capture signature, sync device, update record, deliver Service Report.
- C. Deliver Service Report, update record, sync device, capture signature.
- D. Capture signature, update record, sync device, deliver Service Report.

Correct Answer: D

#### QUESTION 5

Universal container wants its technician to follow a standard operating procedure (S O P) while performing maintenance on an individual asset. Each operation should be captured independently to allow technician to enter note and update status they progress with the work preventative maintenance should be with a single visit.

Which data model should the consultant recommend to the universal container?

- A. Work order to represent the preventative maintenance on the asset - work order line item to represent the different operations - service appointment to represent the visit
- B. Service appointment to represent the preservative maintenance on the asset - work order line item to represent the different operations - work order to represent the visit
- C. Work order to represent the preventative maintenance on the asset - service appointment to represent the different operations - work order line item to represent the visit
- D. Work order line item represent the preventative Maintenance on the asset - work order represent the different operations- service appointment to represent visit

Correct Answer: A

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