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Salesforce Field-Service-Consultant

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QUESTION NO: 1

Universal Containers wants to dispatch groups of Service Appointments to their Technicians. The number of Service Appointments dispatched at a time varies among different Service Territories.

Which two settings should a Consultant enable to ensure Service Appointments are dispatched correctly?

Choose 2 answers

- A. Set the Service Appointment to Dispatch in Field Service Settings.
- B. Enable Drip Feed Dispatching in Field Service Settings.
- C. Set the Number of Services to Drip Feed on the Service Territory.
- D. Enable Sharing of Dispatched Service Appointments.

ANSWER: B C

QUESTION NO: 2

Optimization for the Midwest territory is set to automatically run each night for the next three days. The Dispatcher has noticed that the optimizer is leaving many

Service Appointments unscheduled and has asked the Consultant to troubleshoot the issue. The Consultant notices that the Optimization Run Time per Service

Appointment is set to Low in the Field Service Settings.

Which two conditions would make the Consultant consider setting the optimizer to High? Choose 2? answers

- A. Most service appointments have the same priority.
- B. The Scheduling Policy Used field is blank.
- C. The scheduling policy is producing too many candidates that qualify for each Service Appointment.
- D. The Calculate travel and breaks Field Service Setting is disabled for the Service Resource Availability work rule.

ANSWER: A C

QUESTION NO: 3

A Dispatcher notices that the Crew assigned to a Service Appointment is missing a skill for the work assigned.

How can the Dispatcher update the Service Crew to meet those requirements?

- A. Create a new Service Appointment with a different Crew.

- B. Edit the Service Appointment and add a new Service Resource.
- C. Update the Service Crew on the Service Appointment's Work Type.
- D. Use the Crew Management tool to add Service Resources to the Crew.

ANSWER: D

QUESTION NO: 4

AW Computing uses a private record access model in the sales, support, and field service organizations.

How should the system administrator ensure that the technicians have the appropriate access to the service appointments dispatched to them?

- A. Create a user territory for the technicians' primary and secondary territories.
- B. Create a process to change the owner of the service appointment to the assigned technician. Enable the sharing features in the Field Service settings in the Setup menu.
- C. Configure a sharing rule to share dispatched service appointments with the assigned resource.

ANSWER: A

QUESTION NO: 5

A Dispatcher at Universal Containers has just been informed that one of their field employees, who has five services scheduled for today, called in sick. How should the workload be assigned to other Field Technicians?

- A. Drag and drop the Service Appointments to other available Resources and run Optimization.
- B. Ask the Customer Service Rep to call the customers and manually re-schedule for another day.
- C. Change the Scheduling Policy to "High Intensity" and activate the Background Optimization process.
- D. Update the Resource a not available, select the affected Service Appointments, and press "Schedule."

ANSWER: A

QUESTION NO: 6

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.

ANSWER: A

QUESTION NO: 7

Universal Containers's Technicians may be assigned to Jobs with an 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 Operating Hours to meet this requirement?

Choose 2 answers

- A. The Maintenance Plan for the Account
- B. The Due Date of the Service Appointment
- C. The Time Slots for Appointment Booking
- D. When Service Resources are available for work

ANSWER: B C

QUESTION NO: 8

When completing a Work Order in the field, the Technician needs to capture two signatures to ensure compliance.

Which steps are needed to configure the signature capture?

- A. Create a Flow that adds two Signature Blocks when the Service Report is generated,
- B. Create relevant Signature Types and add Signature Blocks to the Service Report Template.
c. Create two custom fields for the Service Appointment and use Flows to capture each signature.
- C. Create two Service Reports and add one Signature Block to each Report.

ANSWER: B

QUESTION NO: 9

universal container requires trained inspectors to make 3 site visits per year to inspect the container customers' sites. These visits must be scheduled within 14 days of inspection due date.

What are two ways a Consultant can configure maintenance plans to meet the requirements?

Choose 2 answers

- A. Auto generate work order with a 14 days generation horizon

- B. Associate work type called site to maintenance plan
- C. Associate a required skill call site visits to maintain plans
- D. Auto generate work order with 14-day generation time frame

ANSWER: A B

QUESTION NO: 10

Universal Containers (UC) wants to schedule Work Orders only if Technicians have the necessary qualifications to complete the designated work.

In which two ways can UC achieve this?

Choose ? answers

- A. Leverage the Match Skills Work Rule when scheduling appointments.
- B. Leverage the Match Skills Scheduling Policy when scheduling appointments.
- C. Create Skills that relate to qualifications from Setup and assign them to a Service Resource.
- D. a Create Skills that relate to qualifications from the Skills tab and assign them to a Service Resource.

ANSWER: A C