



Salesforce Field Service Consultant

**Salesforce Field Service Consultant Certification
Questions & Answers**

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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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Discover More about the Field Service Consultant Certification

Are you interested in passing the Salesforce Field Service Consultant exam? First discover, who benefits from the Field Service Consultant certification. The Field Service Consultant is suitable for a candidate if he wants to learn about Salesforce Consultant. Passing the Field Service Consultant exam earns you the Salesforce Certified Field Service Consultant title.

While preparing for the Field Service Consultant exam, many candidates struggle to get the necessary materials. But do not worry; your struggling days are over. The Field Service Consultant PDF contains some of the most valuable preparation tips and the details and instant access to useful [Field Service Consultant study materials just at one click.](#)

Salesforce Field Service Consultant Certification Details:

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

Field Service Consultant Syllabus:

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

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 Date/Time tracking fields.	
Configuring Mobility	- 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.	10%
Managing Inventory	- 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.	8%
Managing Assets	- Apply procedural concepts to maintain and update assets and asset relationships.	5%
Configuring Maintenance Plans	- Given a scenario, recommend the appropriate maintenance plan.	5%
Permissions and Sharing	- 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.	5%

Broaden Your Knowledge with Salesforce Field Service Consultant Sample Questions:

Question: 1

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

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

Answer: c

Question: 2

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: 3

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: 4

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: 5

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: 6

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: 7

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: 8

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: 9

An extreme weather 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: 10

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

Avail the Study Guide to Pass Salesforce Field Service Consultant Exam:

- Find out about the Field Service Consultant syllabus topics. Visiting the official site offers an idea about the exam structure and other important study resources. Going through the syllabus topics help to plan the exam in an organized manner.
- Once you are done exploring the [Field Service Consultant syllabus](#), it is time to plan for studying and covering the syllabus topics from the core. Chalk out the best plan for yourself to cover each part of the syllabus in a hassle-free manner.
- A study schedule helps you to stay calm throughout your exam preparation. It should contain your materials and thoughts like study hours, number of topics for daily studying mentioned on it. The best bet to clear the exam is to follow your schedule rigorously.
- The candidate should not miss out on the scope to learn from the Field Service Consultant training. Joining the Salesforce provided training for Field Service Consultant exam helps a candidate to strengthen his practical knowledge base from the certification.
- Learning about the probable questions and gaining knowledge regarding the exam structure helps a lot. Go through the [Field Service Consultant sample questions](#) and boost your knowledge
- Make yourself a pro through online practicing the syllabus topics. Field Service Consultant practice tests would guide you on your strengths and weaknesses regarding the syllabus topics. Through rigorous practicing, you can improve the weaker sections too. Learn well about time management during exam and become confident gradually with practice tests.

Career Benefits:

- Passing the Field Service Consultant exam, helps a candidate to prosper highly in his career. Having the certification on the resume adds to the candidate's benefit and helps to get the best opportunities.

Here Is the Trusted Practice Test for the Field Service Consultant Certification

VMExam.Com is here with all the necessary details regarding the Field Service Consultant exam. We provide authentic practice tests for the Field Service Consultant exam. What do you gain from these practice tests? You get to experience the real exam-like questions made by industry experts and get a scope to improve your performance in the actual exam. Rely on VMExam.Com for rigorous, unlimited two-month attempts on the [**Field Service Consultant practice tests**](#), and gradually build your confidence. Rigorous practice made many aspirants successful and made their journey easy towards grabbing the Salesforce Certified Field Service Consultant.

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