

Demo Questions

SALESFORCE FIELD-SERVICE-CONSULTANT Exam

Salesforce Certified Experience Cloud Consultant

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Question: 1

Universal Containers wants to track how much time each Technician is actively working each day. Which two data elements should be captured in order to calculate percentage of time spend actively working.

- A. Technician hours at client location.
- B. Technician work orders completed
- C. Technician hours traveling
- D. Technician hours per day.

Answer: A, D

Question: 2

Universal Containers (UC) wants to better understand their service business and Field Service Technician terms' schedules. A Consultant suggested UC start to forecast and plan. Which two abilities does forecasting and planning provide?

- A. Proactively adjust Service Contracts.
- B. More accurately assign Work Orders based on skills.
- C. Proactively adjust to address demand fluctuations.
- D. More consistently meet customer response times.

Answer: B, C

Question: 3

Universal Containers would like to provide Field Service Technicians the ability to capture details and

customer approval on completed work so that the details can be compiled and sent to the customer electronically. What should a Consultant recommend to meet this requirement?

- A. Create a Process Builder to generate a report.
- B. Create a custom report.
- C. Use the standard Service Report
- D. Use the standard Work Order email template.

Answer: C

Question: 4

Universal Containers needs to implement a way to track all internal and external work associated with an inbound contact center request. How should a Consultant recommend tracking the work?

- A. Parent/Child Work Orders
- B. Cases Only
- C. Cases and Work Orders
- D. Work Orders only

Answer: A

Question: 5

Universal Containers is implementing Field Service Lightning in multiple European Countries, where pricing varies by product. Which two options should a Consultant recommend when considering the setup and configuration of Price Books?

- A. Utilize Standard Global Service Price Book Entries.
- B. Utilize multiple country-specific Price Books.
- C. Utilize country-specific Price Book Entries.
- D. Utilize the standard Salesforce Price Book.

Answer: D

Question: 6

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.

Answer: D