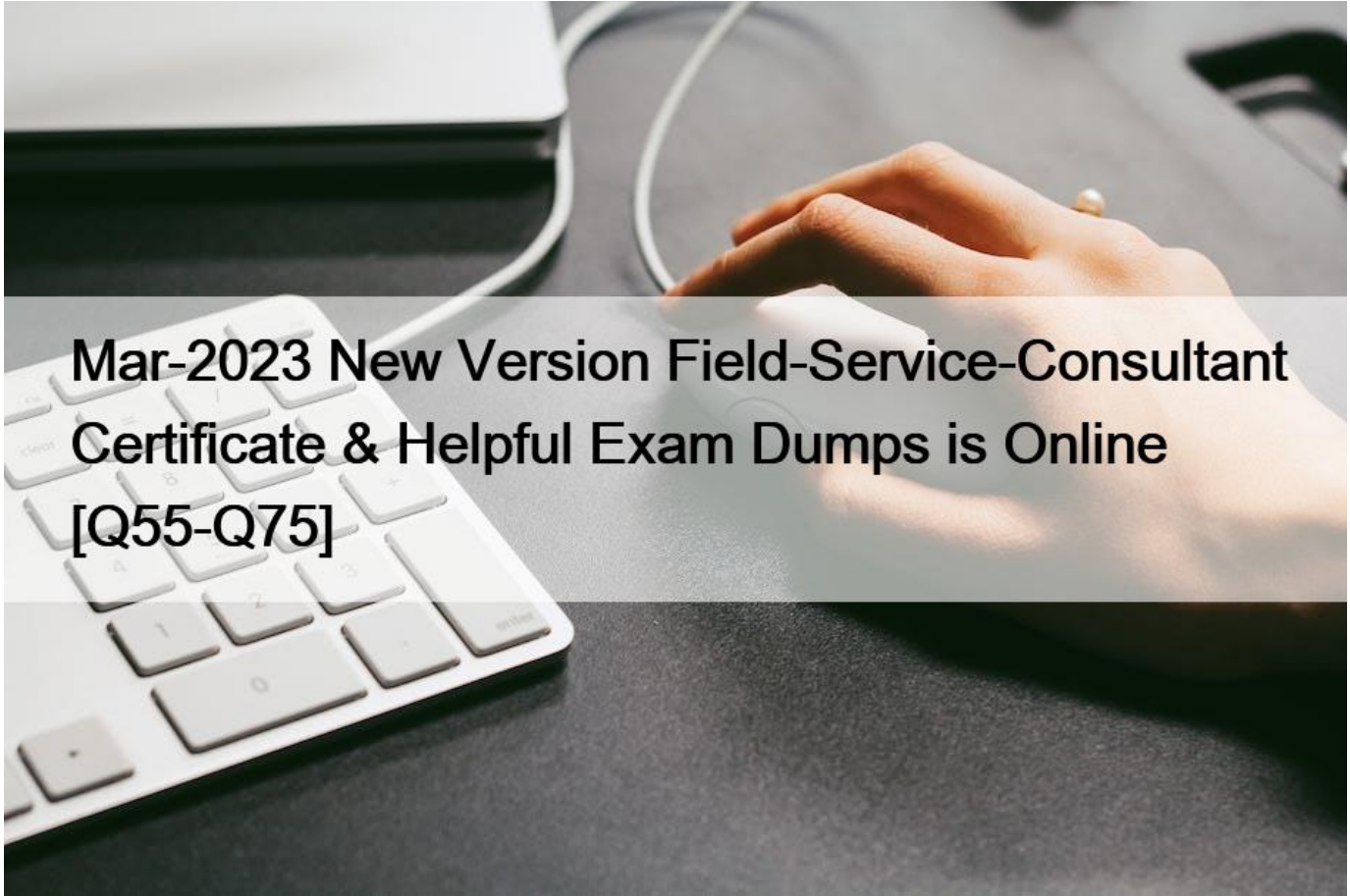# Mar-2023 New Version Field-Service-Consultant Certificate & Helpful Exam Dumps is Online [Q55-Q75

Mar-2023 New Version Field-Service-Consultant Certificate & Helpful Exam Dumps is Online Field-Service-Consultant Free Certification Exam Material with 141 Q&As Q55. A universal container customer is having issues with three containers at the customer’s site. Each container is tracked as an asset on the customer’s account Which two methods should Consultants recommend to ensure the service with each?

container can be handled independently?

* Add each asset to a separate work order line item. Create a service appointment for the work orders.
* Add each asset to a separate child work order. Create a service appointment for the parent work order.
* Add each asset to a separate work order line item. Create a service appointment for each line items.
* Add each asset to a separate work order. Create a service appointment for each
* work order.

Q56. Universal Containers is looking to implement Entitlement Management to meet the following requirements:

1) Any employee from the customer account is eligible for support.

2) Specific purchased products are eligible for support.

What Objects should be set up for Entitlement Management?
* Accounts and Assets
* Contacts and Service Contracts
* Accounts and Service Contracts
* Contracts and Assets

Q57. 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?
* Create a Process Builder to generate a report.
* Create a custom report.
* Use the standard Service Report
* Use the standard Work Order email template.

Q58. Northern Trail Outfitters is migrating from a legacy emailing tool to Marketing Cloud. As part of the migration, they have to go through a security review. Their data privacy team has made it clear that the data in the sandbox should never be mixed with data In production during testing cycles.

What recommendation would a consultant provide on the architecture to fulfill this requirement?
* Implement two separate Marketing Cloud instances.
* Ensure test sends are done from data extensions with attribute ‘Is Testing1.
* Create one or more additional business units for testing.
* Use Subscriber Filter per business unit to filter production from test data.

Q59. Northern Trail Outfitters is using Journey Builder to send emails to loyalty members based on recent activity. They anticipate that approximately half of their contacts will meet the entry criteria for their Journey.

How should they configure their entry source’
* Use a Query Activity in Automation Studio to create a segment before entering the journey.
* Use a Contact Data Entry Source to segment the data configured in Attribute Groups in Contact Builder.
* Use a Data Extension Entry Source with an applied filter based on recent member activity.
* Use an Import Activity in Automation studio to filter the data as a Data Extension Entry Source.

Q60. Service resources at Universal Containers (UC) frequently work in more than one service territory. The current scheduling policy looks only at primary territory. While UC still wants the optimizer to use the service resource’s primary territory when scheduling, UC also wants the scheduling policy to look at the resource’s secondary service territories.

Which two scheduling policy changes should a Consultant recommend?

Choose 2 answers
* Select Working Location Enable Primary on the Working Territories Work Rule.
* Remove the Match Territory Work Rule.
* Include the Match Territory Work Rule.
* Deselect Working Location Enable Primary on the Working Territories Work Rule.

Q61. A customer is creating a re-engagement campaign. The campaign only targets subscribers who have had emails fall at send time due to held status within the last 60 days. The goal Is to send an SMS to the subscribers asking them if they want to update their email address.

What should a consultant recommend to meet the criteria?
* Use Tracking Extract, File Transfer, and Import activities from Automation Studio to inject the subscribers into a data extension used as an Entry Source by Journey Builder.
* Use Data Extension Extract and Import activities from Automation Studio to Inject the subscriber Into a CloudPage used as an Entry Source by Journey Builder.
* Use SQL Query and File Transfer activities from Automation Studio to inject the subscribers Into an API Event used as an Entry Source by Journey Builder.
* Use SQL Query and Import activities from Automation Studio to inject the subscribers into a data extension used as an Entry Source by Journey Builder.

Q62. Universal container want to offer customers a maintenance plan that provides 12 monthly checkups the customer will call to schedule each visit How should consultant configure the maintenance plan to meet the requirements
* Set frequency to 1 month; generation time frame 0; Check auto generate work order
* Set frequency to 1 month; generation time frame 0; uncheck auto generate work order
* Set frequency to 1 month; generation time frame 12; uncheck auto generate work order
* Set frequency to 1 month; generation time frame 12; Check auto generate work orderc

Q63. universal container (uc) is rolling out inventory management to better manage parts and inventory. UC wants to automatically associate certain parts and products to work orders on creations based on the work to be performed.

How should the Consultant meet this requirement?
* Add product to the products required related list on the asset object
* Add product to the products required related list on the work type object
* Add product to the work order products related list on the work type object
* Add product to the work order products related list on the asset object

Q64. Universal Containers wants their Field Technicians to indicate if any of their Service Appointments are at risk of not being completed on time. They would like for this to be achieved on a mobile device using a Quick Action. What should a Consultant recommend to achieve this requirement?
* Update the Service Appointment Status field.
* Update the Service Appointment field “In Jeopardy.”
* Update the Service Appointment Chatter feed.
* Reschedule the Service Appointment for later.

Q65. Northern Trail Outfitters wants to include the body of marketing email replies captured by Reply Mail Management (RMM) within auto-forwarded messages to their Customer Success team.

How could they accomplish this’
* Check the “Include Replies as Attachments” box in the RMM settings.
* Use RMM dynamic content blocks to render the email reply body.
* Query the RMM data view for the reply body and reference it from a data extension.
* Use RMM personalization strings to render the email reply body.

Q66. Northern Trail Outfitters is growing and acquiring other organizations, each with its own instance of Sales Cloud. They are debating whether to upgrade Marketing Cloud Connect to Multi-Org.

What consideration could be provided to help with the decision?
* Shared Salesforce Data Extensions will be enabled in up to 5 business units.
* Custom profile and subscription centers will not be required.
* Once an account is upgraded to Multi-Org, it cannot be turned off.

* Existing accounts cannot be upgraded to Multi-Org.

Q67. Universal Containers would like to report on the volume of products installed within a specific timeframe.

What solution will help meet the customer’s requirement?
* Utilize a Work Order related list on Asset.
* Utilize a custom “Installation Date” field on Asset.
* Utilize Field History Tracking on Asset.
* Utilize the standard “Installation Date” field on Asset.

Q68. Universal Containers is evaluating a strategy for reducing the cost of service using automated scheduling. Which two approaches will contribute to this goal? Choose 2 answers
* Reduced Work Orders per Shift.
* Reduced Overtime per Work Order.
* Reduced Travel Time per Work Order.
* Reduced Absences per Employee.

Q69. Universal Containers UC wants to ensure that technicians enter required information only once when completing work orders on the field service lightning mobile app. The information entered by technicians need to also update the service appointment and the case that are associated to the work order.

What should consultant leverage to ensure the right data is captured from the field service lightning mobile app?
* Lightning component with required field to update the case, work order and service appointment
* Quick actions on cases, work orders and service appointment with required fields
* Quick action on the work order and flow to update the case and service appointment
* Process builder on case to update the service appointment and work order

Q70. which two considerations impact the scheduled time frame of multi-day work?

Choose 2 answers
* Assigned resource
* Homebase travel
* Resource skill level
* Break duration

Q71. Northern Trail Outfitters (NTO) wants to implement an abandon cart Journey. The data for the journey exists in three separate data extensions (DE).

* The first DE is populated by web analytics data, and does not contain a Subscriber Key or Email Address value.

* A Customer Reference DE is updated daily and holds subscriber information.

* The third DE is populated by a file sent to the SFTP after five days if the customer has not purchased the abandoned items.

* The third DE will be used in the Journey for a decision split, and it does not contain a Subscriber Key or Email Address.

* If the web analytics file is empty, NTO does not want the automation to finish running.

Which order of activities should be used to fulfill this requirement?
* File Drop Automation > Verification Activity > Query Activity for file one > Data Extension Entry > Query Activity for file two

* Scheduled Automation > Import File Activity > Verification Activity > Data Extension Entry > Query Activity for file one > Query Activity for file two
* A File Drop Automation > Import File Activity > Verification Activity > Query Activity for file one > Query Activity for file two > Data Extension Entry
* Scheduled Automation > Import File Activity > Data Extension Entry > Query Activity for file one > Query Activity for file two

Q72. Universal Containers has implemented a flow that allows technicians to replace faulty or damaged assets directly from within the field service lightning mobile app. Once a replacement has been made, where can the asset relationship s be viewed?
* Both the primary assets and related assets related lists on the assets object
* Only the primary assets related list on the assets object
* Both the primary assets and related assets related lists on the work order object
* Only the primary assets related list on the work order object

Q73. Universal Containers has an initiative to reduce their carbon footprint. What factor should a Consultant recommend using in a Scheduling Policy to meet the above requirement?
* Give the Minimize Travel Service Objective the highest weight.
* Remove the ASAP Service Objective.
* Remove the Match Location Work Rule.
* Add the Maximum Travel From Home Work Rule.

Q74. which two features on the dispatcher console should the consultant use to visualize rules violating service appointments?

Choose 2 answers
* Gantz
* Gantt Map
* Appointment List
* Color Palettes

Q75. Universal containers plans to deploy field service lightning to 100 external contractors. There are 75 contractors who need access to work Orders assets mobile app, and chatter. the remaining 25 contractors are paid a commission on sales of containers and need to schedule resources.

Which license types and quantities should the consultant recommend?
* 100 contractors

100 contractors
* 25 contractors

75 contractors

25 contractors
* 25 contractors

100 contractors

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