Boost up Your Certification Score

Salesforce

gentforce-Field-Service-and-Operation

Salesforce Certified Agentforce Field Service and Operations Consultant

Exams Boost

For More Information – Visit link below:

https://www.examsboost.com/

Product Version

✓ Up to Date products, reliable and verified.
✓ Questions and Answers in PDF Format.

Latest Version: 6.0

Question: 1

Universal Containers wants its Technicians to follow a Standard Operating Procedure (SOP) while performing preventative maintenance on an individual Asset. Each operation should be captured independently, to allow Technicians to enter notes and update statuses as they progress with the work. Preventative maintenance should be completed within a single visit.
Which data model should the Consultant recommend to Universal Containers?

A. Service Appointment to represent the preventative maintenance on the Asset. Work Order Line Items to represent the different operations. Work Order to represent the visit.
B. Work Order to represent the preventative maintenance on the Asset. Work Order Line Items to represent the different operations. Service Appointment to represent the visit.
C. Work Order to represent the preventative maintenance on the Asset. Service Appointments to represent the different operations. Work Order Line Item to represent the visit.
D. Work Order Line Item to represent the preventative maintenance on the Asset. Work Orders to represent the different operations. Service Appointment to represent the visit.

Answer: B

Question: 2

For new server installations, AW Computing uses a work order with two line items: one line item for the installation and the other line item to set up the network connection. Each line item could be completed by a different or same resource depending on skills.
What should the relationship between the work order and service appointment be and what is the most appropriate way to schedule the work?

A. Relate both line items to a service appointment and use the candidate quick action to schedule.
B. Create a service appointment for the work order to ensure one resource handles the job and use auto-schedule.
C. Create a service appointment for each line item and use bulk scheduling to schedule the appointments.
D. Create two service appointments with a dependency to ensure the same start of both.

Answer: C

Question: 3

Which object can be used to share Service Appointments with Service Resources in Agentforce Field Service and Operations?

A. User Territory
B. Work Order
C. Service Territory
D. Service Territory Member

Answer: D

Question: 4

What are two benefits of using the Field Service mobile app instead of the Salesforce mobile app? (Choose two.)

A. Native customer signature capture
B. Agenda view of upcoming Service Appointments
C. Offline access to Flows
D. Customized navigation menu

Answer: A,C

Question: 5

Universal Containers has discovered that many of its Technicians' initial visits require a return visit to complete the work.
Which two approaches should a Consultant recommend to accurately track these visits? (Choose two.)

A. Create a new Service Appointment on the original Work Order
B. Reschedule the Work Order for the new date
C. Reschedule the Service Appointment for the new date
D. Create a new Work Order and Service Appointment

Answer: A,D

Question: 6

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 Technicians?

A. Drag the Service Appointments to other available Resources and run Optimization.

B. Ask the Customer Service Rep to call the customers and manually reschedule for another day.
C. Change the Scheduling Policy to "High Intensity" and activate the Background Optimization process.
D. Create a Resource Absence for the Resource and apply Fix Overlaps for that Resource.

Answer: D

Question: 7

Which configuration can Universal Containers use to brand the Field Service mobile app?

A. Company logo
B. Company colors
C. Company style sheets
D. Company address

Answer: B

Question: 8

Which three objects are associated to the Work Type? (Choose three.)

A. Skill Requirements
B. Resources
C. Products Required
D. Articles
E. Service Appointments

Answer: A,C,D

Question: 9

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

Answer: A

Question: 10

One of the products sold by Universal Containers requires quarterly service appointments.
Which feature should a Consultant use to meet this requirement?

A. Implement Path for Work Orders
B. Build a Process for Service Appointments
C. Define a repeating Work Type
D. Configure a Maintenance Plan

Answer: D

Thank You for Trying Our Product

For More Information – Visit link below:

https://www.examsboost.com/

15 USD Discount Coupon Code:

G74JA8UF

FEATURES

- ✓ 90 Days Free Updates
- ✓ Money Back Pass Guarantee
- ✓ Instant Download or Email Attachment
- ✓ 24/7 Live Chat Support
- ✓ PDF file could be used at any Platform
- ✓ 50,000 Happy Customer