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## Salesforce Certified Field Service Consultant Sample Questions (Q29-Q34):

### NEW QUESTION # 29

Universal Containers wants to standardize creation of Work Orders. Historically, Work Orders have been set up with the incorrect skills and estimated time to completion.

What should a Consultant utilize to meet this requirement

- A. Work Types
- B. Entitlements
- C. Entitlement Templates
- D. Work Order Record Types

**Answer: A**

Explanation:

Work Types are templates that define the duration, skills, and products required for a work order or work order line item. By creating Work Types for Install, Break-fix, and Inspections, Universal Containers can standardize creation of Work Orders with the correct skills and estimated time to completion[34]. Entitlement Templates are templates that define the terms of support for customers such as number of cases allowed or response time[35]. Entitlements are records that specify customers' support terms based on their contracts or warranties[36]. Work Order Record Types are record types that allow creating different page layouts and picklist values for different types of work orders[37]. References: [https://help.salesforce.com/s/articleView?id=sf.fs\\_work\\_types.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_work_types.htm&type=5) [https://help.salesforce.com/s/articleView?id=sf.entitlements\\_templates\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.entitlements_templates_overview.htm&type=5) [https://help.salesforce.com/s/articleView?id=sf.entitlements\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.entitlements_overview.htm&type=5) [https://help.salesforce.com/s/articleView?id=sf.fs\\_work\\_orders\\_record\\_types.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_work_orders_record_types.htm&type=5)

### NEW QUESTION # 30

Universal Containers has a large volume of cancellations occurring on their Work Orders. The COO wants to manage Work Order cancellations and subsequent follow-ups. Which two options should a Consultant recommend? Choose 2 answers.

- A. Change the Work Order with a status of "New."
- B. Change the Work Order with a closed status of "Cancelled."
- C. Create a child Work Order for the follow-up Work Order.
- D. Re-use the existing Work Order for the follow-up.

**Answer: B,D**

Explanation:

Changing the Work Order with a closed status of "Cancelled" allows tracking Work Order cancellations and subsequent follow-ups using reports or dashboards based on Work Order status field values[23]. Re-using the existing Work Order for the follow-up allows maintaining the relationship between the original customer request and the follow-up action without creating duplicate records[24]. Changing the Work Order with a status of "New" would not indicate that it was cancelled before. Creating a child Work Order for the follow-up Work Order would create an unnecessary hierarchy of Work Orders that could complicate reporting and scheduling. References:[23. [https://help.salesforce.com/s/articleView?id=sf.fs\\_work\\_orders.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_work_orders.htm&type=5) [24. <https://trailhead.salesforce.com/en/content/learn/modules/field-service-lightning-basics/field-service-lightning-work-orders>

### NEW QUESTION # 31

Universal Containers tracks customer issues in its call center. Sometimes a Technician is required at the customer's location to resolve the issue.

Which sequence of steps should a Consultant recommend to dispatch the Technician?

- A. Create Work Order, Create Case, Dispatch Work Order, Create Service Appointment.
- B. Create Case, Create Work Order, Create Service Appointment, Dispatch Service Appointment.
- C. Create Case, Create Service Appointment, Create Work Order, Dispatch Service Appointment.
- D. Create Service Appointment, Create Work Order, Create Case, Dispatch Service Appointment.

**Answer: B**

Explanation:

This is the recommended sequence of steps to dispatch a technician for a customer issue. A case is created to track the customer issue, a work order is created to track the work that needs to be done, a service appointment is created to schedule the work, and a service appointment is dispatched to assign it to a technician.

References: [https://trailhead.salesforce.com/en/content/learn/modules/field\\_service\\_basics/field\\_service\\_work\\_orders](https://trailhead.salesforce.com/en/content/learn/modules/field_service_basics/field_service_work_orders)

### NEW QUESTION # 32

Universal Containers (UC) schedules jobs that require multiple steps when on-site. UC wants to add a new status to the existing status flow.

Which two configurations should the Consultant set up to meet this requirement?

Choose ? answers

- A. Add the Status Transitions to the Technicians' Profile.
- **B. Add new Status to the Service Appointment.**
- **C. Add new status to Status Transitions.**
- D. Add new Status to the Case.

**Answer: B,C**

Explanation:

These two configurations allow adding a new status to the existing status flow for Service Appointments, and defining which statuses can transition to or from the new status. References: [https://help.salesforce.com/s/articleView?id=sf.fs\\_status\\_transitions.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_status_transitions.htm&type=5)

### NEW QUESTION # 33

A Dispatcher needs to reduce the backlog of Service Appointments in different territories and focus on individual customer service preferences.

Which Scheduling Policy should the Dispatcher use?

- A. Soft Boundaries
- B. High Intensity
- **C. Customer First**
- D. Emergency

**Answer: C**

Explanation:

This scheduling policy prioritizes customer service preferences over other factors, such as travel time or resource availability.

References: [https://help.salesforce.com/s/articleView?id=sf.fs\\_scheduling\\_policies.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_scheduling_policies.htm&type=5)

### NEW QUESTION # 34

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