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Salesforce Certified Field Service Consultant Sample Questions (Q93-Q98):

NEW QUESTION # 93

Which two features on the Dispatcher Console should the Consultant use to visualize Rule Violating Service Appointments? Choose 2 answers

- A. Gantt
- **B. Appointment List**
- C. Gantt Map
- **D. Color Palettes**

Answer: B,D

Explanation:

Color Palettes are settings that allow dispatchers to customize the colors of service appointments on the Gantt based on different criteria such as status, priority, or rule violations[154]. Appointment List is a tool that allows dispatchers to view and filter service appointments in a list view based on different criteria such as status, priority, or rule violations[155]. Using these two features on the Dispatcher Console would allow visualizing Rule Violating Service Appointments by setting up color codes or filters based on rule violations.

Gantt is a tool that allows dispatchers to view and manage service appointments on a timeline[156]. Gantt Map is a tool that allows dispatchers to view and manage service appointments on a map[157]. Using these two features on the Dispatcher Console would not allow visualizing Rule Violating Service Appointments by themselves unless combined with color palettes or appointment list.

References: https://help.salesforce.com/s/articleView?id=sf.fs_gantt_color_palettes_overview.htm&type=5

https://help.salesforce.com/s/articleView?id=sf.fs_appointment_list_overview.htm&type=5

https://help.salesforce.com/s/articleView?id=sf.fs_gantt_map_overview.htm&type=5

https://help.salesforce.com/s/articleView?id=sf.fs_gantt_color_palettes_overview.htm&type=5

https://help.salesforce.com/s/articleView?id=sf.fs_gantt_map_overview.htm&type=5

NEW QUESTION # 94

Service Appointments in a "Cannot Complete" status may indicate that an additional part or expert assistance is needed to complete the work. Universal Containers defined that Service Appointments in a "Cannot Complete" status are unable to be rescheduled or unscheduled for history tracking purposes.

Which two items should the Consultant recommend to meet the requirement?

Choose 2 answers

- A. Ensure that Status Transitions are configured to allow the status update from "Cannot Complete" to "Scheduled."
- **B. Ensure that Status Transitions are configured to prevent the update from "Cannot Complete" to "Scheduled."**
- **C. Define "Cannot Complete" as a Pinned Status for Scheduling and Optimization Services**
- D. Define "Cannot Complete" as a Pinned Status for Auto-Dispatch Services

Answer: B,C

Explanation:

Status Transitions are settings that define which status updates are allowed or restricted for service appointments[205]. Pinned Statuses are settings that prevent service appointments from being rescheduled or unscheduled by scheduling or optimization services[206]. Ensuring that Status Transitions are configured to prevent the update from "Cannot Complete" to "Scheduled" and defining "Cannot Complete" as a Pinned Status for Scheduling and Optimization Services would allow Universal Containers to ensure that Service Appointments in a "Cannot Complete" status are unable to be rescheduled or unscheduled for history tracking purposes by restricting the status change from "Cannot Complete" to "Scheduled" and preventing scheduling or optimization services from moving or removing service appointments with the "Cannot Complete" status

[207]. Defining "Cannot Complete" as a Pinned Status for Auto-Dispatch Services would not affect whether Service Appointments in a "Cannot Complete" status are able to be rescheduled or unscheduled. Auto-Dispatch Services are settings that automatically assign service appointments to resources based on predefined criteria[208]. Ensuring that Status Transitions are configured to allow the status update from

"Cannot Complete" to "Scheduled" would not ensure that Service Appointments in a "Cannot Complete" status are unable to be rescheduled or unscheduled. It would enable the status change from "Cannot Complete" to "Scheduled". References:

https://help.salesforce.com/s/articleView?id=sf.fs_status_transitions_overview.htm&type=5

https://help.salesforce.com/s/articleView?id=sf.fs_pinned_statuses_overview.htm&type=5

https://help.salesforce.com/s/articleView?id=sf.fs_status_transitions_create_edit_delete.htm&type=5

https://help.salesforce.com/s/articleView?id=sf.fs_auto_dispatch_overview.htm&type=5

https://help.salesforce.com/s/articleView?id=sf.fs_status_transitions_create_edit_delete.htm&type=5

NEW QUESTION # 95

Universal Containers (UC) wants to ensure that Technicians enter required information only once when completing Work Orders on

the Salesforce Field Service mobile app. The information entered by Technicians needs to also update the Service Appointment and the Case that are associated to the Work Order.

What should a Consultant leverage to ensure the right data is captured from the Salesforce Field Service mobile app?

- A. Quick Actions that launch a Flow on Cases, Work Orders and Service Appointments with required fields.
- B. Lightning Component with required fields to update the Case, Work Order and Service Appointment.
- C. Process Builder on Case to update the Service Appointment and Work Order.
- **D. oO Quick Action on the Work Order that launches a Flow to update the Work Order, Case, and Service Appointment.**

Answer: D

Explanation:

This option allows capturing the required information on the work order and updating the related case and service appointment records using a flow. References: https://help.salesforce.com/s/articleView?id=sf.fs_mobile_quick_actions.htm&type=5

[fs_mobile_quick_actions.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_mobile_quick_actions.htm&type=5)

NEW QUESTION # 96

Universal Containers (UC) wants to track the Asset lifecycle when equipment has been swapped out.

What should a Consultant recommend to meet this requirement?

- A. Add the field history tracking related list to the Asset Page and configure the Product Request object,
- B. Add the Related Asset related list to the Asset Page and configure the Asset Relationship object.
- C. Add the field history tracking related list to the Asset Page and configure the Asset Relationship object.
- **D. Add the Related Asset related list to the Asset Page and configure the Product Request object**

Answer: D

Explanation:

Assets are records that represent products or equipment that customers have purchased or installed [174].

Related Assets are records that track the relationships between assets such as parent-child or swap [175].

Product Requests are records that track the products or parts that are requested, transferred, or returned for a service appointment [176]. Adding the Related Asset related list to the Asset Page and configuring the Product Request object would allow

Universal Containers to track the Asset lifecycle when equipment has been swapped out by creating related asset records

for swapped assets and creating product request records for transferring or returning assets [177]. Adding the field history tracking

related list to the Asset Page would not track the Asset lifecycle when equipment has been swapped out. Field history tracking is a

feature that allows tracking changes to specific fields on an object over time [178]. Configuring the Asset Relationship object would

not track the Asset lifecycle when equipment has been swapped out. Asset Relationship is an object that defines the types of

relationships between assets such as parent-child or swap [179]. References:

<https://help.salesforce.com/s/articleView?id=sf.asset.htm&type=5> https://help.salesforce.com/s/articleView?id=sf.fs_related_assets_overview.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.fs_product_requests_overview.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.fs_related_assets_swap.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.field_history_tracking.htm&type=5 https://developer.salesforce.com/docs/atlas.en-us.api.meta/api/sforce_api_objects_assetrelationship.htm

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[/sforce_api_objects_assetrelationship.htm](https://developer.salesforce.com/docs/atlas.en-us.api.meta/api/sforce_api_objects_assetrelationship.htm)

NEW QUESTION # 97

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

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

Answer: B

Explanation:

This configuration can be used to brand the Salesforce Field Service mobile app by uploading a custom logo image that appears on the app's login screen and navigation bar. References: https://help.salesforce.com/s/articleView?id=sf.fs_mobile_branding.htm&type=5

[/articleView?id=sf.fs_mobile_branding.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_mobile_branding.htm&type=5)

NEW QUESTION # 98

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