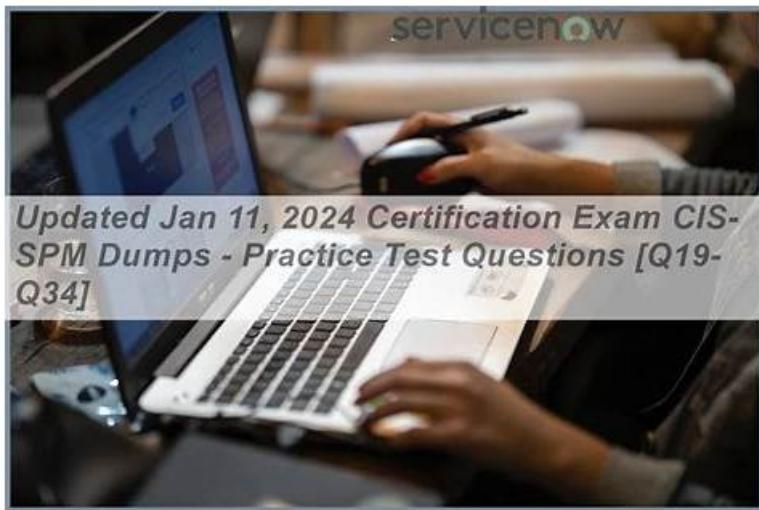


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## Salesforce Certified Field Service Consultant Sample Questions (Q148-Q153):

### NEW QUESTION # 148

Universal Containers operates in a highly regulated industry. Technicians must conduct quarterly inspections for all customers in their region. Each inspection should be completed within a single visit and include all installed assets on site.

Which two Maintenance Plan settings should the Consultant recommend? Choose ? answers

- A. Work Order Generation Method = One Work Order Line Item per Asset
- B. Service Appointment Generation Method = One Service Appointment per Work Order
- C. Work Order Generation Method = One WorkOrder per Asset
- D. Service Appointment Generation Method = One Service Appointment per Work Order Line Item

**Answer: A,B**

Explanation:

These two settings ensure that each inspection is completed within a single visit and includes all installed assets on site.

References:[https://help.salesforce.com/s/articleView?id=sf.fs\\_maintenance\\_plans\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_maintenance_plans_overview.htm&type=5)

**NEW QUESTION # 149**

Universal Containers (UC) is rolling out InventoryManagement to better manage parts and inventory. UC wants to automatically associate certain parts and products to Work Orders upon creation based on the work to be performed.

How should the Consultant meet this requirement?

- A. Add Products to the Work Order Products Related List on the Asset object.
- B. Add Products to the Work Order Products Related List on the Work Type object.
- **C. Add Products to the Products Required Related List on the Work Type object.**
- D. Add Products to the ProductsRequired Related List on the Asset object.

**Answer: C**

Explanation:

This option allows automatically associating certain products to Work Orders based on the work type selected, and generating Work Order Line Items for those products. 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)

**NEW QUESTION # 150**

Northern Trail Outfitters has hired a contractor to help with service calls on an as-needed basis. The contractor should be limited to travel a maximum of 50 minutes from home.

Which action should a consultant recommend?

- A. Check 'Keep TheseAppointments Scheduled'.
- B. Link rules to Relevance Groups.
- **C. Include a Match Fields work rule.**
- D. Assign a high efficiency score.

**Answer: C**

Explanation:

Match Fields work rules are rules that restrict travel distance between home location and first appointment location for resources[64]. Including a Match Fields work rule would allow limiting contractors to travel a maximum of 50 minutes from home by setting up criteria such as travel distance less than or equal to 50 minutes between home location field and first appointment location field[65]. Linking rules to Relevance Groups would not limit travel distance between home location and first appointment location for resources.

Relevance Groups are groups of rules that apply only to specific types of services such as emergency or preventive maintenance[66]. Assigning a high efficiency score would not limit travel distance between home location and first appointment location for resources. Efficiency score is a metric that measures how well resources use their working hours based on factors

**NEW QUESTION # 151**

Technicians often need to generate a report in the customer's language.

Which configuration should the Consultant recommend to meet the requirement?

- **A. Add the Service Report Language field to the Work Order Page Layout.**
- B. Update the Default Language of the Organization.
- C. Update the Language of the current User.
- D. Add the Languagefield to the Contact Page Layout.

**Answer: A**

Explanation:

This option allows generating a report in the customer's language by selecting the language from a picklist field on the work order record. References:<https://help.salesforce.com/s/articleView?id=sf>

### NEW QUESTION # 152

Universal Containers wants to reduce its mean-time-to-service.

Which three Field Service processes should a Consultant recommend to accomplish this goal? Choose 3 answers

- A. Knowledge Base
- B. Customer Entitlements
- C. Adjust Scheduling Policy
- D. Dispatching
- E. Scheduling

**Answer: A,D,E**

Explanation:

Scheduling, dispatching, and knowledge base are three field service processes that can help reduce the mean-time-to-service. Scheduling is the process of assigning service appointments to resources based on their availability, skills, and location. Dispatching is the process of sending service appointments to resources and tracking their status and location. Knowledge base is a repository of articles that provide information and solutions for common issues and questions.

References: [https://help.salesforce.com/s/articleView?id=sf.fsl\\_scheduling.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fsl_scheduling.htm&type=5) [https://help.salesforce.com/s/articleView?id=sf.fsl\\_dispatch.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fsl_dispatch.htm&type=5) [https://help.salesforce.com/s/articleView?id=sf.knowledge\\_about.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.knowledge_about.htm&type=5)

### NEW QUESTION # 153

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