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Salesforce Certified Field Service Consultant Sample Questions (Q56-Q61):

NEW QUESTION # 56

A technician reported that the travel time calculated between appointments is often two short because job delays throughout the day. Which setting should a consultant consider to improve travel time accuracy?

- A. Minimum grade, default operating hour
- B. Travel speed unit, actual travel time
- C. Street level routing, Default travel speed
- D. Estimated travel time, minimize travel

Answer: C

Explanation:

Street Level Routing is a feature that calculates travel time between service appointments based on actual road distance and traffic conditions[131]. DefaultTravel Speed is a setting that defines the average speed of resources when traveling between service

appointments[132]. Using Street Level Routing and Default Travel Speed would allow improving travel time accuracy by taking into account real-time road conditions and resource speed. Minimum Grade, Default Operating Hour would not affect travel time accuracy. Minimum Grade is a setting that defines the minimum skill level required for resources to be matched with service appointments[133]. Default OperatingHour is a record that defines the default working hours for resources [134]. Estimated Travel Time, Minimize Travel would not affect travel time accuracy. Estimated Travel Time is a field on the service appointment object that shows the expected travel time for the assigned resource[135].

Minimize Travel is an optimization criterion that prioritizes reducing travel time when scheduling service appointments[136]. Travel Speed Unit, Actual Travel Time would not affect travel time accuracy. Travel Speed Unit is a setting that defines the unit of measurement for travel speed such as miles per hour or kilometers per hour[137]. Actual Travel Time is a field on the service appointment object that shows the actual travel time recorded by the resource[138]. References:

<https://help.salesforce.com/s/articleView?id=sf>

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

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

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

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

NEW QUESTION # 57

Universal Containers wants their Technicians to create an additional visit to complete unfinished work within the Salesforce Field Service mobile application.

Which approach should a Consultant recommend to meet the requirement?

- A. Define a Visualforce page that creates a new Service Appointment record.
- B. Define a Quick Action that creates a new Service Appointment record.
- C. Define a Visualforce page that creates a new Work Order record.
- **D. Define a Quick Action that creates a new Work Order record.**

Answer: D

Explanation:

Soft Boundaries and Customer First are two default scheduling policies that meet the requirement of committing preferred resources to accounts and providing prompt service. Soft Boundaries prioritize resources that are assigned to the same account or service territory as the service appointment. Customer First prioritizes resources that have the highest customer satisfaction rating.

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

NEW QUESTION # 58

Universal Containers is deploying Field Service Lightning in Europe, where pricing varies by country.

What Price Book structure is recommended?

- A. Utilize a custom Price Book with pricing rules applied.
- B. Utilize a standard Price Book specific to each country.
- C. Utilize the standard Price Book with pricing rules applied.
- **D. Utilize a custom Price Book specific to each country.**

Answer: D

Explanation:

A custom Price Book allows different prices for the same products in different markets. A standard Price Book has the same prices for all markets. Pricing rules are not available for Field Service Lightning.

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

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

NEW QUESTION # 59

universal container wants its technician to follow a standard operating procedure (S O P) while performing maintenance on an individual asset. Each operation should be captured independently to allow technician to enter note and update status they progress with the work preventative maintenance should be with a single visit Which data model should the consultant recommend to the universal container?

- A. Work order to represent the preventative maintenance on the asset - work order line item to represent the different operations - service appointment to represent the visit
- B. Work order to represent the preventative maintenance on the asset - service appointment to represent the different operations - work order line item to represent the visit
- C. Service appointment to represent the preventative maintenance on the asset - work order line item to represent the different operations - work order to represent the visit
- D. Work order line item represent the preventative Maintenance on the asset - work order represent the different operations- service appointment to represent visit

Answer: A

Explanation:

Work Orders are records that track customer requests for service such as repairs or maintenance[87]. Work Order Line Items are records that track specific tasks or products related to a work order[88]. Service Appointments are records that track the date, time, duration, and assigned resource for a work order or work order line item[89]. Using this data model would allow Universal Containers' technicians to follow a standard operating procedure while performing maintenance on an individual asset by creating different work order line items for different operations and capturing notes and status updates for each line item. It would also allow scheduling and dispatching one service appointment for one visit. Service appointment to represent preventative maintenance on the asset - work order line item to represent the different operations - work order to represent the visit would not work because service appointments cannot be related directly to assets. Work order line item represent preventative Maintenance on the asset - work order represent the different operations- service appointment to represent visit would not work because work order line items cannot be related directly to assets. References: https://help.salesforce.com/s/articleView?id=sf.fs_work_orders.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.fs_work_order_line_items.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.fs_service_appointments.htm&type=5

NEW QUESTION # 60

Universal Containers performs maintenance and repairs on Assets in the field and wants to increase first-time fix rates. What should a Consultant include when creating a Work Order?

- A. Skill Requirements and Products Consumed
- B. Estimated Duration and Service Level Agreement
- C. Products Required and Skill Requirements
- D. Products Required and Estimated Duration

Answer: C

Explanation:

Products required and skill requirements are two fields that should be included when creating a work order to increase first-time fix rates. Products required are used to specify the products that are needed for the work order, and skill requirements are used to specify the level of expertise that is needed for the work order. By including these fields, the system can ensure that the technician has the right parts and skills to complete the work order.

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

NEW QUESTION # 61

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