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Salesforce Certified Field Service Consultant Sample Questions (Q85-Q90):

NEW QUESTION # 85

Universal Containers offers 2-hour versus 4-hour appointment booking windows for Gold versus Standard Customers. What should a Consultant recommend to offer appropriate appointment booking windows?

- A. Service DueDate
- B. Service Urgency
- C. Customer Working Hours
- D. Customer Entitlement

Answer: D

NEW QUESTION # 86

Time sheet entries can be associated to which two objects? Choose 2 answer

- A. Work order line item
- B. Work order
- C. assigned resources
- D. Service resource

Answer: A,B

Explanation:

Time sheet entries are records that track the time spent by a service resource on a work order or a work order line item[28]. Time sheet entries can be associated to work order line items or work orders using lookup fields [29]. Assigned resources are records that assign a service resource to a service appointment[30]. Service resources are records that represent the people or equipment that perform field service tasks[31]. Time sheet entries cannot be associated to assigned resources or service resources directly. References: https://help.salesforce.com/s/articleView?id=sf.fs_time_sheets_overview.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.fs_time_sheet_entries_overview.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.fs_assigned_resources_overview.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.fs_service_resources_overview.htm&type=5

NEW QUESTION # 87

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. Create a user territory for the technicians' primary and secondary territories.
- C. Configure a sharing rule to share dispatched service appointments with the assigned resource.
- D. Create a process to change the owner of the service appointment to the assigned technician.

Answer: A

Explanation:

Enabling the sharing features in the Field Service settings in the Setup menu allows sharing dispatched service appointments with assigned resources regardless of the private record access model in sales, support, and field service organizations[50]. Creating a user territory for the technicians' primary and secondary territories would not ensure that they have access to the service appointments dispatched to them. Creating a process to change the owner of the service appointment to the assigned technician

would not work if multiple resources are assigned to the same service appointment. Configuring a sharing rule to share dispatched service appointments with the assigned resource would not work if multiple resources are assigned to different crews or teams. References: https://help.salesforce.com/s/articleView?id=sf.fs_sharing_overview.htm&type=5

NEW QUESTION # 88

An extreme weather situation impacted both the volume of open work and the number of available resources at Universal Containers.

Which approach should a Consultant recommend to realign available resources with open work?

- A. Emergency scheduling
- B. Customer First scheduling
- C. Resource Schedule Optimization
- D. Global optimization

Answer: D

Explanation:

Global optimization is a feature that allows rescheduling multiple service appointments at once based on predefined criteria such as emergency priority, travel time, or skills[194]. Global optimization would allow Universal Containers to realign available resources with open work by running an optimization job that prioritizes emergency work and assigns it to the best available resources[195]. Resource Schedule Optimization is a feature that allows scheduling service appointments for individual resources based on their availability and preferences[196]. Resource Schedule Optimization would not allow Universal Containers to realign available resources with open work because it does not consider multiple resources or service appointments at once. Emergency scheduling is a feature that allows creating and assigning emergency service appointments to the best available resources[197]. Emergency scheduling would not allow Universal Containers to realign available resources with open work because it does not reschedule existing service appointments. Customer First scheduling is a feature that allows prioritizing customer preferences and satisfaction when scheduling service appointments[198]. Customer First scheduling would not allow Universal Containers to realign available resources with open work because it does not prioritize emergency work or reschedule existing service appointments. References: https://help.salesforce.com/s/articleView?id=sf.fs_optimization_overview.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.fs_optimization_global_overview.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.fs_resource_schedule_optimization_overview.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.fs_scheduling_emergency_overview.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.fs_scheduling_customer_first_overview.htm&type=5

NEW QUESTION # 89

Universal Containers has dispatchers who can set up new territories, define new schedule policies, and control settings on the Gantt chart.

In addition to Field Service Lightning Dispatcher Permissions and the Field Service Lightning Dispatcher License, which permissions should a Consultant assign to the dispatchers?

- A. Field Service Lightning Admin Permissions
- B. Field Service Lightning Mobile License
- C. Field Service Lightning Standard Permissions
- D. Field Service Lightning Scheduling License

Answer: A

Explanation:

Field Service Lightning Admin Permissions are required to set up new territories, define new schedule policies, and control settings on the Gantt chart. These permissions allow users to access and modify field service settings and objects.

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

NEW QUESTION # 90

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