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Salesforce Certified Field Service Consultant Sample Questions (Q61-Q66):

NEW QUESTION # 61

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

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

Answer: B,C

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 # 62

Universal containers (UC) wants to deploy knowledge to its field team.

How should UC ensure its technicians can access knowledge articles offline?

- A. Use work types to assign associated articles to work order.
- B. Write a workflow that associates articles to work orders based on a picklist on the work order.
- C. Create a custom Mobile App that syncs articles based on service appointment assignments.
- D. Use the salesforce Mobile App with deep linking to the field service lightning MobileApp.

Answer: A

Explanation:

Work types can be used to assign associated articles to work orders, which can be accessed offline by technicians using the Field Service Mobile App. The Salesforce Mobile App does not have deep linking to the Field Service Mobile App. Creating a custom Mobile App that syncs articles based on service appointment assignments is not necessary and would require additional development and maintenance. Writing a workflow that associates articles to work orders based on a picklist on the work order is not recommended and would not ensure offline access. References: https://help.salesforce.com/s/articleView?id=sf.fs_work_types.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.fs_mobile_app_overview.htm&type=5

NEW QUESTION # 63

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

Which configuration should the Consultant recommend to meet the requirement?

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

Answer: B

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.fs_service_reports_language.htm&type=5

NEW QUESTION # 64

Universal Containers (UC) has 140 service resources who handle 2,400 service appointments per day.

How should UC define Service Territories to ensure a high quality of optimization and dispatcher experience?

- A. One Service Territory with four Polygons
- B. Three Service Territories with fewer than 50 resources
- C. Two Service Territories that split the Service Resources evenly
- D. Five Service Territories with fewer than 500 Service Appointments per day

Answer: D

Explanation:

Service Territories are used to group resources and service appointments based on geographic areas or other criteria. The recommended limit for service appointments per territory per day is 500 for optimal performance and user experience. References: https://help.salesforce.com/s/articleView?id=sf.fs_territories.htm&type=5

NEW QUESTION # 65

Universal Containers sells products that are made up of serialized components. Technicians often need to work on a specific component.

How should a Consultant recommend tracking customer purchases so Work Orders can be assigned to a component?

- A. Use Work Orders and define a hierarchy.
- B. Use Orders and Order Products.
- C. Use Products and Product Families.
- D. **Use Assets and define a hierarchy.**

Answer: D

Explanation:

This option allows tracking customer purchases of serialized components as assets and defining parent-child relationships between them. References: https://help.salesforce.com/s/articleView?id=sf.fs_asset_hierarchy.htm&type=5

NEW QUESTION # 66

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