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Salesforce Certified Field Service Consultant Sample Questions (Q58-Q63):

NEW QUESTION # 58

Universal Containers currently tracks its customers' entitlements to support utilizing Salesforce Service Cloud. Service calls that require a Technician to go to the customer's location require the creation of a Work Order. Once the Agent confirms that the customer and product are eligible for on-site support, a Work Order is manually created. On which object should the Consultant define a Quick Action to create the Work Order?

- A. Opportunity
- B. Contact

- C. Entitlement
- D. Case

Answer: D

Explanation:

A quick action is used to create a record from another record with predefined field values. By defining a quick action to create a work order from a case, the agent can easily create a work order for on-site support after verifying the customer's entitlement and product.

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

NEW QUESTION # 59

Org-Wide Default sharing is set to Private in a Salesforce org.

If the FieldService Lightning User Territory feature is enabled, which three objects will be visible to users who are part of the User Territory?

Choose 3 answers

- A. Work Types
- B. Work Orders
- C. Accounts
- D. Resource Absences
- E. Service Resources

Answer: B,D,E

Explanation:

Service Resources are records that represent the people or equipment that perform field service tasks[143].

Work Orders are records that track customer requests for service such as repairs or maintenance[144].

Resource Absences are records that mark resources as unavailable for work for specific time periods due to sickness, vacation, or other reasons[145]. If the Field Service Lightning User Territory feature is enabled, these three objects will be visible to users who are part of the User Territory by default[146]. Accounts are records that represent companies or individuals involved in business with an organization[147]. Work Types are records that define the standard tasks and duration for a specific type of work[148].

These two objects will not be visible to users who are part of the User Territory by default unless sharing rules are configured[149].

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

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

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

NEW QUESTION # 60

Universal Containers outsources 100 hours of weekly maintenance to an external Contractor. Jobs are assigned to a Contractor Manager instead of individual external technicians. The Contractor Manager is in charge of updating Service Appointments and Work Orders upon completion.

How should a Consultant implement the requirement?

- A. Create the Contractor Manager as a Crew Service Resource.
- B. Set the individual Technicians as Capacity-Based Service Resources.
- C. Create the individual Technicians as Service Crew Members.
- D. Set the Contractor Manager as a Capacity-Based Service Resource.

Answer: D

Explanation:

Capacity-Based Service Resources are service resources that have a limited number of hours available for work per day or week[150]. Setting the Contractor Manager as a Capacity-Based Service Resource would allow Universal Containers to outsource 100 hours of weekly maintenance to an external Contractor by setting up criteria such as capacity hours per week equals 100 and capacity type equals weekly[151]. Creating the individual Technicians as Service Crew Members would not work because Service Crew Members are service resources that belong to a crew and share the same service appointments[152]. Setting the individual

Technicians as Capacity-Based Service Resources would not work because Universal Containers does not have visibility into the individual external technicians. Creating the Contractor Manager as a Crew Service Resource would not work because Crew Service Resources are service resources that act as leaders or managers of a crew and can assign crew members to service appointments[153]. References: https://help.salesforce.com/s/articleView?id=sf.fs_service_resources_capacity_based.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.fs_service_resources_capacity_based_create_edit.htm&type=5

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

NEW QUESTION # 61

Universal Containers sells widgets with multiple components. Based on a problem reported by a customer, one or more of the components need to be replaced.

What should a Consultant recommend to accurately record the required work?

- A. Service Appointments and Service Appointment Line Items
- B. Work Orders with Service Appointments
- **C. Work Orders with Work Order Line Items**
- D. Work Orders with Products Consumed

Answer: C

Explanation:

This option allows recording the required work for each component separately, and tracking the status and progress of each Work Order Line Item. References: https://help.salesforce.com/s/articleView?id=sf.fs_work_order_line_items.htm&type=5

NEW QUESTION # 62

Service resources at universal container UC frequently work in more than one service territory the current scheduling policy looks only at primary territory while we still want to optimizer to use the service resource primary when scheduling, UC also wants the scheduling policy to look at the resources secondary services territory Which two scheduling policy changes should a consultant recommend?

Choose 2 answers

- **A. Deselect workinglocation primary on the working territories work rule**
- B. Select working location enable primary on the working territories work rule
- C. Remove the match territory work rule
- **D. Includes the match territory work rule**

Answer: A,D

Explanation:

The match territory work rule is used to match service appointments to service resources based on their assigned territories. Deselecting working location primary on the working territories work rule allows considering secondary territories as well as primary territories when matching service appointments to service resources. Removing the match territory work rule would ignore territories when scheduling service appointments. Selecting working location enable primary on the working territories work rule would only consider primary territories when matching service appointments to service resources. References: https://help.salesforce.com/s/articleView?id=sf.fs_work_rules_overview.htm&type=5

NEW QUESTION # 63

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