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## Salesforce Certified Field Service Consultant Sample Questions (Q131-Q136):

### NEW QUESTION # 131

Which two objects are required when configuring an optimization job? Choose 2? answers

- A. Service Territory
- B. Polygons
- C. Scheduling Policy
- D. Work Type

**Answer: A,C**

Explanation:

These two objects are required when configuring an optimization job, as they define the scope and the criteria for the optimization process. References:[https://help.salesforce.com/s/articleView?id=sf.fs\\_optimizer\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_optimizer_overview.htm&type=5)

### NEW QUESTION # 132

A Dispatcher notices that the Crew assigned to a Service Appointment is missing a skill for the work assigned.

How can the Dispatcher update the Service Crew to meet those requirements?

- A. Update the Service Crew on the Service Appointment's Work Type.
- B. Create a new ServiceAppointment with a different Crew.
- C. Edit the Service Appointment and add a neew Service Resource.
- D. Use the Crew Management tool to add Service Resources to the Crew.

**Answer: D**

Explanation:

This option allows updating the service crew to meet the skill requirements by adding service resources to the crew using a drag-and-drop interface. References:[https://help.salesforce.com/s/articleView?id=sf.fs\\_crew\\_management\\_tool.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_crew_management_tool.htm&type=5)

### NEW QUESTION # 133

UniversalContainers (UC) wants to deploy Knowledge to its field team,

How should UC ensure its Technicians can access Knowledge Articles offline?

- A. Use the Salesforce mobile app with deep linking to the Salesforce Field Service mobile app.
- B. Write a workflow that associates Articles to Work Orders based on a picklist on the work Order.
- C. Use Work Types to assign associated Articles to Work Orders.
- D. Create a custom mobile app that syncs articles based on Service Appointment assignments

**Answer: B**

Explanation:

Articles are records that contain information or instructions about products, services, or processes[168]. Work Orders are records that track customer requests for service such as repairs or maintenance[169]. Writing a workflow that associates Articles to Work Orders based on a picklist on the Work Order would allow Universal Containers to ensure its Technicians can access Knowledge Articles offline by creating a workflow rule that triggers when a picklist value on the work order is selected and adds the relevant articles to the work order related list[170]. Using Work Types to assign associated Articles to Work Orders would not work because Work Types are records that define the standard tasks and duration for a specific type of work and do not have a direct relationship with articles[171]. Using the Salesforce mobile app with deep linking to the Salesforce Field Service mobile app would not work because deep linking is a feature that allows launching one app from another app and does not affect offline access[172]. Creating a custom mobile app that syncs articles based on Service Appointment assignments would not work because it would require additional development and maintenance and would not leverage the existing Salesforce Field Service mobile app features[173]. References: [https://help.salesforce.com/s/articleView?id=sf.knowledge\\_article\\_types.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.knowledge_article_types.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_work_orders.htm&type=5) [https://help.salesforce.com/s/articleView?id=sf.fs\\_work\\_orders\\_knowledge\\_articles.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_work_orders_knowledge_articles.htm&type=5)

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#### NEW QUESTION # 134

Universal Containers wants to ensure that Service Appointments are dispatched to Resources from the same Service Territory only. How can this be configured?

- A. Mark the Service Territory's Resources as Required on the Service Appointments.
- B. Ensure the Resource's Address is in the same Territory as the Service Appointments.
- C. Include the Resource Availability Work Rule in the Scheduling Policy.
- D. **Include the Match Territory WorkRule in the Scheduling Policy.**

**Answer: D**

Explanation:

A work rule is used to define scheduling constraints and preferences for service appointments. The Match Territory work rule is used to ensure that service appointments are dispatched to resources from the same service territory only.

References: [https://help.salesforce.com/s/articleView?id=sf.fs1\\_work\\_rules.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs1_work_rules.htm&type=5)

#### NEW QUESTION # 135

Universal containers has a large volume of cancellations occurring on their Work Orders. The COO wants to manage Work Order cancellations and subsequent follow-ups. Which two options should a Consultant recommend? Choose 2 answers.

- A. Create a child Work Order for the follow-up Work Order.
- B. **Re-use the existing Work Order for the follow-up.**
- C. **Change the Work Order with a closed status of "Cancelled."**
- D. Change the Work Order with a status of "New."

**Answer: B,C**

Explanation:

Changing the Work Order with a closed status of "Cancelled" allows tracking Work Order cancellations and subsequent follow-ups using reports or dashboards based on Work Order status field values[23]. Re-using the existing Work Order for the follow-up allows maintaining the relationship between the original customer request and the follow-up action without creating duplicate records[24]. Changing the Work Order with a status of "New" would not indicate that it was cancelled before. Creating a child Work Order for the follow-up Work Order would create an unnecessary hierarchy of Work Orders that could complicate reporting and scheduling. References:[23. [https://help.salesforce.com/s/articleView?id=sf.fs\\_work\\_orders.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_work_orders.htm&type=5) [24. <https://trailhead.salesforce.com/en/content/learn/modules/field-service-lightning-basics/field-service-lightning-work-orders>

#### NEW QUESTION # 136

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