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Salesforce Certified Field Service Consultant Sample Questions (Q113-Q118):

NEW QUESTION # 113

Universal Containers's Dispatchers want to visualize the planned travel route for a Technician during their shift. Which feature should the Consultant recommend to meet the requirement?

- A. Aerial Routing
- B. Service Appointment Reports
- C. Street-level Routing

- D. Service Resource Dashboard

Answer: C

Explanation:

This option allows visualizing the planned travel route for a technician on a map, based on the street-level directions and traffic conditions. References:https://help.salesforce.com/s/articleView?id=sf.fs_street_level_routing.htm&type=5

NEW QUESTION # 114

Which two considerations impact the scheduled timeframe of Multi-day Work?
Choose 2? answers

- A. Assigned Resource
- B. Resource Skill Level
- C. Homebase Travel
- D. Break Duration

Answer: A,D

Explanation:

These two considerations impact the scheduled timeframe of multi-day work, as they affect the availability and capacity of the resource assigned to the work. References:https://help.salesforce.com/s/articleView?id=sf.fs_multi_day_work.htm&type=5

NEW QUESTION # 115

Optimization for the Midwest territory is set to automatically run each night for the next three days. The Dispatcher has noticed that the optimizer is leaving many Service Appointments unscheduled and has asked the Consultant to troubleshoot the issue. The Consultant notices that the Optimization Run Time per Service Appointment is set to Low in the Field Service Settings. Which two conditions would make the Consultant consider setting the optimizer to High? Choose 2? answers

- A. Most service appointments have the same priority.
- B. The Calculate travel and breaks Field Service Setting is disabled for the Service Resource Availability work rule.
- C. The scheduling policy is producing too many candidates that qualify for each Service Appointment.
- D. The Scheduling Policy Used field is blank.

Answer: B,C

Explanation:

These two conditions would make the optimizer run slower and leave many Service Appointments unscheduled, as it would have to evaluate too many possible scenarios and combinations. References:
https://help.salesforce.com/s/articleView?id=sf.fs_optimizer_run_time.htm&type=5

NEW QUESTION # 116

Universal Containers wants to track when Technicians need to visit a customer site multiple times to resolve an issue. How should a Consultant configure this using a single Work Order?

- A. Create a new Service Appointment for each site visit.
- B. Create a new Product Consumed for each site visit.
- C. Create a new Child Work Order for each site visit.
- D. Create a new Work Order Line Item for each site visit.

Answer: A

Explanation:

Service Appointments are records that track the date, time, duration, and assigned resource for a work order or work order line item [117]. Creating a new Service Appointment for each site visit would allow Universal Containers to track when Technicians need to visit a customer site multiple times to resolve an issue by creating different service appointments for the same work order and

capturing notes and status updates for each service appointment. Creating a new Child Work Order for each site visit would create unnecessary records and complexity. Child Work Orders are work orders that are related to another work order as part of a hierarchy [118]. Creating a new Product Consumed for each site visit would not track the site visits. Products Consumed are records that track the products or parts that are used or installed during a service appointment [119]. Creating a new Work Order Line Item for each site visit would not track the site visits. Work Order Line Items are records that track specific tasks or products related to a work order [120]. References:
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NEW QUESTION # 117

Northern Trail Outfitters (NTO) wants to track and report on individual tasks completed, including parts consumed and pricing details, as part of the Work Order completion process. NTO wants to schedule one or multiple tasks to different Technicians as needed.

How should the Consultant meet the requirement utilizing the standard Salesforce Field Service Data Model?

- A. Create multiple Service Appointments, each with its own child task records.
- B. Create multiple Service Appointments, each with its own child Work Order Line Item.
- C. Create Custom Object records, each with its own child Service Appointment.
- **D. Create Work Order Line Items, each with its own child Service Appointment.**

Answer: D

Explanation:

This option allows tracking individual tasks completed as work order line items, including parts consumed and pricing details, and scheduling one or multiple tasks to different technicians as needed using service appointments.

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

NEW QUESTION # 118

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