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Salesforce Certified Field Service Consultant Sample Questions (Q18-Q23):

NEW QUESTION # 18

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

Answer: B

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 # 19

Universal Containers (UC) is rolling out InventoryManagement to better manage parts and inventory. UC wants to automatically associate certain parts and products to Work Orders upon creation based on the work to be performed. How should the Consultant meet this requirement?

- A. Add Products to the ProductsRequired Related List on the Asset object.
- B. Add Products to the Work Order Products Related List on the Work Type object.
- **C. Add Products to the Products Required Related List on the Work Type object.**
- D. Add Products to the Work Order Products Related List on the Asset object.

Answer: C

Explanation:

This option allows automatically associating certain products to Work Orders based on the work type selected, and generating Work Order Line Items for those products. References: https://help.salesforce.com/s/articleView?id=sf.fs_work_types.htm&type=5

NEW QUESTION # 20

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

Answer: A,B,C

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

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NEW QUESTION # 21

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

Answer: A

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 # 22

Northern Trail Outfitters is implementing drip feed dispatching. When testing the new functionality, the drip does not dispatch appointments as expected. A consultant is engaged to troubleshoot the issue.

What is preventing the drip feed from triggering?

- A. The default drip feed setting is overriding the drip feed rate on a service territory.
- B. Other scheduled jobs are dispatching appointments and exceeding the drip feed value.
- C. The status on completed appointments can only be Canceled, Completed, or Cannot Complete.
- D. The appointment status is going from Scheduled to Completed.

Answer: B

Explanation:

Drip feed dispatching is a feature that allows dispatching service appointments gradually throughout the day based on a drip feed rate defined for each service territory or resource. If other scheduled jobs are dispatching appointments and exceeding the drip feed value, then the drip feed dispatching will not trigger as expected. The appointment status going from Scheduled to Completed or being Canceled, Completed, or Cannot Complete does not affect drip feed dispatching, as these are valid status transitions for dispatched appointments. The default drip feed setting does not override the drip feed rate on a service territory, but provides a fallback value if no rate is specified on the territory or resource level. References: https://help.salesforce.com/s/articleView?id=sf_fs_drip_feed_dispatching_overview.htm&type=5 https://help.salesforce.com/s/articleView?id=sf_fs_status_transitions.htm&type=5 https://help.salesforce.com/s/articleView?id=sf_fs_drip_feed_dispatching_settings.htm&type=5

NEW QUESTION # 23

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