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Salesforce Certified Field Service Consultant Sample Questions (Q47-Q52):

NEW QUESTION # 47
Universal Containers plans to implement Crew Management to better support its clients.
Which area does the Consultant need to consider as part of the recommendation?

- A. Capacity-based scheduling is supported for Service Crews.

- B. A service resource can only be 2 member of 2 single Crew
- C. Salesforce Field Service considers the Recommended Crew Size when assigning appointments.
- D. The Preferred Resource service objective is ignored for active Crew Members.

Answer: D

Explanation:
Crew Management is a feature that allows creating and managing crews of multiple service resources who share the same service appointments[163]. The Preferred Resource service objective is ignored for active Crew Members because it only applies to individual resources and not crews[164]. Capacity-based scheduling is not supported for Service Crews because crews do not have capacity limits and can be assigned unlimited service appointments[165]. A service resource can be a member of multiple crews and can switch between them depending on their availability and skills[166]. Salesforce Field Service does not consider the Recommended Crew Size when assigning appointments because it only considers the Required Crew Size which indicates the minimum number of crew members needed for a service appointment[167]. References:
https://help.salesforce.com/s/articleView?id=sf.fs_service_crews_overview.htm&type=5 https://help.
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/api/sforce_api_objects_serviceappointment_requiredcrewsize.htm

NEW QUESTION # 48
Universal Containers performs multi-staged jobs, where the second job can only begin after completion of the first job. How should aConsultant recommend implementing this process?

- A. Create two Service Appointments, set the Related Service Appointment and Time Dependency.
- B. Create two Service Appointments and schedule them to the same Resource.
- C. Create one Service Appointment and schedule it to two different Resources.
- D. Create one Service Appointment with the total duration of the two jobs and assign two Resources.

Answer: A

Explanation:
To perform multi-staged jobs, where the second job can only begin after completion of the first job, two service appointments can be created and linked by setting the Related Service Appointment field on the second service appointment to point to the first one, and setting the Time Dependency field to After Previous.
Creating one service appointment with the total duration of the two jobs and assigning two resources would not ensure that the second job starts after the first one. Creating two service appointments and scheduling them to the same resource or creating one service appointment and scheduling it to twodifferent resources would not create a dependency between the jobs. References:
https://help.salesforce.com/s/articleView?id=sf.
fs_service_appointments.htm&type=5https://help.salesforce.com/s/articleView?id=sf.
fs_service_appointment_dependencies.htm&type=5

NEW QUESTION # 49
Which two considerations impact the scheduled timeframe of Multi-day Work?
Choose 2? answers

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

Answer: B,C

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 # 50
UniversalContainers (UC) wants to deploy Knowledge to its field team,
How should UC ensure its Technicians can access Knowledge Articles offline?

- A. Write a workflow that associates Articles to Work Orders based on a pickiist on the jork Order.
- B. Use Work Types to assign associated Articles to Work Orders.
- 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 Salesforce Field Service mobile app.

Answer: A

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 articlesto 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 relationshipwith 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.fs_work_orders.htm&type=5 https://help. salesforce.com/s/articleView?id=sf.fs_work_orders_knowledge_articles.htm&type=5https://help.salesforce. com/s/articleView?id=sf.fs_work_types_overview.htm&type=5 https://help.salesforce.com/s/articleView? id=sf.fs_mobile_deep_linking.htm&type=5https://help.salesforce.com/s/articleView?id=sf. fs_mobile_overview.htm&type=5

NEW QUESTION # 51
Universal Containers wants Technicians to view work progress through the Work Order Line Item card in the Salesforce Field Service mobile app.
Which configuration steps should 8 Conzultant take to meet this requirement?

- A. Create a custom Lightning Component that displays Work Order progress and deployit to Technicians through the Salesforce Field Service mobile app.
- B. Create a Report Chart that summarizes wk Order Line Items andadd 2 link to the Service Appointment layout.
- C. Add the Work Order Line Items related list to the Work Order page layout and assign the layout to the Technician's profile.
- D. Create a custom Visuaiforce page and add an extemal link in the Salesforce Field Service mobile app to view the page in the mobile browser.

Answer: A

Explanation:
Lightning Components are reusable units of user interface that can be customized and embedded in different pages or apps[180]. Work Order Line Items are records that track specific tasks or products related to a work order[181]. Creating a custom Lightning Component that displays Work Order progress and deploying it to Technicians through the Salesforce Field Service mobile app would allow Universal Containers' Technicians to view work progress through the Work Order Line Item card in the Salesforce Field Service mobile app by creating a component that shows the status or completion percentage of work order line items and adding it to the work order line item card layout in the mobile app settings[182]. Creating a custom Visualforce page and adding an external link in the Salesforce Field Service mobile app to view the page in the mobile browser would not allow Technicians to view work progress through the Work Order Line Item cardin the Salesforce Field Service mobile app. Visualforce pages are web pages that can display custom user interface using HTML, CSS, JavaScript, and Apex[183]. Creating a Report Chart that summarizes Work Order Line Items and adding a link to the Service Appointment layout would not allow Technicians to view work progress through the Work Order Line Item card in the Salesforce Field Service mobile app. Report Charts are visual representations of report data that can be added to different pages or layouts[184]. Adding the Work Order Line Items related list to the Work Order page layout and assigning the layout to the Technician's profile would not allow Technicians to view work progress through the Work Order Line Item card in the Salesforce Field Service mobile app. Related lists are lists of records that are directly related to another record and can be added to different page layouts[185]. References: https://developer.salesforce.com/docs/component-

library
/overview/components https://help.salesforce.com/s/articleView?id=sf.fs_work_order_line_items.
htm&type=5 https://help.salesforce.com/s/articleView?id=sf.fs_mobile_custom_cards_overview.htm&type=5
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/s/articleView?id=sf.customize_related_lists.htm&type=5

NEW QUESTION # 52

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