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#### NEW QUESTION 31

Universal Containers wants to process mobile payments. How can this requirement be met?

- A. Create a custom payments object
- B. Attach a picture of the credit card
- C. Install an AppExchange package.
- D. Add a custom field to store the credit card number

Answer: C

#### NEW QUESTION 32

Some Technicians report that they are unable to log in to the Salesforce Field Service mobile app. The Consultant confirmed that the Technicians have the Salesforce Field Service Resource License and Salesforce Field Service Resource Permissions assigned to them.

How should a Consultant provide access to the Salesforce Field Service mobile app?

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### Salesforce Certified Field Service Consultant Sample Questions (Q23-Q28):

#### NEW QUESTION # 23

Universal Containers requires trained inspectors to make three site visits per year to inspect containers at customer sites. These visits must be created 14 days before the next suggested inspection date.

What are two ways 3 Consultant can configure Maintenance Plans to meet the requirement?

Choose 2 answers

- A. Auto-generate Work Orders with a 14 day Generation Horizon.
- B. Auto-generate Work Orders with a 14 daya Generation Timeframe.
- C. Associate a Required Skill called Site Visit to aMaintenance Plan.
- D. Associate 2 Work Type called Site Visit to a Maintenance Plan

**Answer: A,B**

Explanation:

Maintenance Plans are records that define recurring work orders for preventive maintenance such as inspections or tune-ups[188]. Auto-generate Work Orders is a setting that enables or disables the automatic generation of work orders from maintenance plans[189]. Generation Timeframe is a setting that defines how often work orders should be generated from maintenance plans such as daily, weekly, or monthly[190].

Generation Horizon is a setting that defines how far in advance work orders should be generated from maintenance plans such as 7days or 30 days[191]. Auto-generating Work Orders with a 14 day Generation Timeframe and a 14 day Generation Horizon would allow Universal Containers to automatically generate Work Orders 14 days before the next suggested maintenance date by creating workorders from maintenance plans every 14 days within14 days of their scheduled date. Associating a Required Skill called Site Visit to a Maintenance Plan would not affect how far in advance work orders are generated from maintenance plans. Required Skills are fields on the maintenance plan object that indicate which skills are needed for performing preventive maintenance[192]. Associating a Work Type called Site Visit to a Maintenance Plan would not affect how far in advance work orders are generated from maintenance plans. Work Types are records that define the standard tasks and duration for a specific type of work[193]. References: [https://help.salesforce.com/s/articleView?id=sf.fs\\_maintenance\\_plans\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_maintenance_plans_overview.htm&type=5) [https://help.salesforce.com/s/articleView?id=sf.fs\\_maintenance\\_plans\\_auto\\_generate\\_work\\_orders.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_maintenance_plans_auto_generate_work_orders.htm&type=5) [https://help.salesforce.com/s/articleView?id=sf.fs\\_maintenance\\_plans\\_generation\\_timeframe.htm](https://help.salesforce.com/s/articleView?id=sf.fs_maintenance_plans_generation_timeframe.htm)

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#### NEW QUESTION # 24

Universal Containers wants to track the work that is performed on the customer's install base. Which object relationship should the Consultant utilize to meet this requirement?

- A. Products to Accounts
- B. Assets to Products
- C. Work Orders to Products
- D. Work Orders to Assets

**Answer: D**

Explanation:

Explanation

Assets are used to track the customer's install base, such as products or equipment that require service. Work orders are used to

track the work that needs to be done on assets. By relating work orders to assets, the system can track the work history and status of each asset.

References: [https://help.salesforce.com/s/articleView?id=sf.fsl\\_assets.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fsl_assets.htm&type=5)

#### NEW QUESTION # 25

One of Universal Containers' customers reported that the Technician sent to their site left without cleaning up the work area afterward.

How can Universal Containers ensure that a different Technician is assigned all future work for that Customer?

- A. Create a new Work Order Validation Rule.
- **B. Create an Excluded Resource for the Account.**
- C. Assign the Technician to a new Service Territory.
- D. Remove the Technician as a Preferred Resource.

**Answer: B**

Explanation:

Explanation

Excluded Resources are used to prevent certain service resources from being assigned to specific accounts or locations based on customer feedback or preferences. Assigning the Technician to a new Service Territory would affect all their service appointments, not just those for that Customer. Removing the Technician as a Preferred Resource would not prevent them from being assigned to that Customer, but would lower their priority. Creating a new Work Order Validation Rule would not affect the scheduling or optimization of service appointments, but would only validate data entry on work orders. References:

[https://help.salesforce.com/s/articleView?id=sf.fsl\\_excluded\\_resources.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fsl_excluded_resources.htm&type=5)

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#### NEW QUESTION # 26

a customer makes one appointment for the sales department, and another appointment for the service department. The two appointments should be handled on the same day, but should be created as separate appointments. In addition, the technician must complete one appointment before starting the next. The agent wants to make sure these two appointments are scheduled together and in sequence.

Which three things should the consultant verify to ensure these requirements are simultaneous scheduling will occur?

Choose 3 answers

- A. The same resource and same day fields appear on the service appointments page layout.
- **B. The checkbox uses all-or-none scheduling for related appointments in field service setting is selected.**
- **C. The dependency type is set to start after finish and day on the service appointment in the dependency.**
- D. A dependency has been created between the two appointment and the start time are the same.
- **E. The complex work visual force page is added to the service appointments page layout.**

**Answer: B,C,E**

#### NEW QUESTION # 27

Universal Containers wants to dispatch emergency work identified throughout the day that needs to be completed before lower-priority work.

What should the Consultant recommend to meet this requirement?

- A. Write a batch Apex class to unschedule low priority work orders.
- B. Create a custom Gantt action to call an Apex class to reschedule appointments.
- C. Define a Global Optimization job to run hourly.
- **D. Apply the Reshuffle action within the Gantt.**

**Answer: D**

Explanation:

Explanation

Reshuffle is an action within the Gantt that allows rescheduling multiple service appointments at once based on predefined criteria

such as emergency priority, travel time, or skills[209]. Reshuffle would allow Universal Containers to dispatch emergency work identified throughout the day that needs to be completed before lower-priority work by running a reshuffle action that prioritizes emergency work and assigns it to the best available resources[210]. Defining a Global Optimization job to run hourly would not allow Universal Containers to dispatch emergency work identified throughout the day that needs to be completed before lower-priority work. Global Optimization is a feature that allows rescheduling multiple service appointments at once based on predefined criteria such as emergency priority, travel time, or skills[211]. Running a Global Optimization job hourly would not be responsive enough for emergency work identified throughout the day.

Creating a custom Gantt action to call an Apex class to reschedule appointments would not be necessary for Universal Containers to dispatch emergency work identified throughout the day that needs to be completed before lower-priority work. Custom Gantt actions are actions within the Gantt that can be customized using Apex code to perform specific tasks such as sending notifications or updating fields[212]. Creating a custom Gantt action would require additional development and maintenance and would not leverage the existing Reshuffle action. Writing a batch Apex class to unschedule low priority work orders would not allow Universal Containers to dispatch emergency work identified throughout the day that needs to be completed before lower-priority work. Batch Apex is a way of processing large volumes of data asynchronously using Apex code[213]. Writing a batch Apex class would require additional development and maintenance and would not leverage the existing Reshuffle action. References:

[https://help.salesforce.com/s/articleView?id=sf.fs\\_gantt\\_reshuffle\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_gantt_reshuffle_overview.htm&type=5)

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## NEW QUESTION # 28

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