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Salesforce Certified Field Service Consultant Sample Questions (Q126-Q131):

NEW QUESTION # 126

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. Three Service Territories with fewer than 50 resources
- D. One Service Territory with four Polygons

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

NEW QUESTION # 127

Universal container needs to verify that a repair job has been completed to the customer satisfaction before an invoice can be generated Which two items should the consultant consider?

Choose 2 answers

- A. Generate service in the organization's default language
- B. Send a feedback survey to the customer when a service appointment is completed
- **C. Add service reports templates to the appropriate repair work type**
- **D. Configure signature blocks for service report templates**

Answer: C,D

Explanation:

Service reports are documents that summarize the details and outcomes of a service appointment such as work performed, products consumed, customer feedback, etc.[25]. Configuring signature blocks for service report templates allows capturing customer signatures as proof of job completion before generating invoices[26].

Adding service report templates to the appropriate repair work type allows automatically generating service reports based on the work type of the service appointment[27]. Generating service in the organization's default language would not verify that a repair job has been completed to the customer satisfaction. Sending a feedback survey to the customer when a service appointment is completed would not ensure that an invoice can be generated. References: https://help.salesforce.com/s/articleView?id=sf.fs_service_reports_overview.htm&type=5

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

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

NEW QUESTION # 128

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

Answer: A

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.fs_excluded_resources.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.fs_territories.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.fs_preferred_resources.htm&type=5

NEW QUESTION # 129

Universal Containers wants to limit their Technicians' view of Work Orders and Service Appointments in the Salesforce Field Service mobile app.

What should a Consultant recommend to control their Technicians' view?

- **A. Field Sets**
- B. Mini-Page Layouts
- C. Visualforce Pages
- D. Page Layouts

Answer: A

Explanation:

Field Sets allow controlling which fields are displayed on the Work Order and Service Appointment cards in the Salesforce Field Service mobile app. References: https://help.salesforce.com/s/articleView?id=sf.fs_mobile_fields.htm&type=5

NEW QUESTION # 130

Org-Wide Default sharing is set to Private in a Salesforce org.

If the Field Service 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. Accounts
- **C. Resource Absences**
- D. Work Types
- **E. Service Resources**

Answer: A,C,E

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

https://help.salesforce.com/s/articleView?id=sf.fs_work_orders.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.fs_resource_absences_overview.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.fs_user_territories_overview.htm&type=5

<https://help.salesforce.com/s/articleView?id=sf.account.htm&type=5> https://help.salesforce.com/s/articleView?id=sf.fs_work_types_overview.htm&type=5

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

NEW QUESTION # 131

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