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Salesforce Certified Field Service Consultant Sample Questions (Q100-Q105):

NEW QUESTION # 100

Universal Containers needs to send Technicians into the field to service containers. It takes two Technicians with specialized skills to complete the work at the same time.

How should a Consultant implement this requirement?

- **A. Create a crew with two Technicians.**
- B. Create a work rule with two required skills.
- C. Create two Service Crews.
- D. Create a single Service Appointment.

Answer: A

Explanation:

This option allows creating a service resource that represents a group of technicians who work together on the same service appointment. References: https://help.salesforce.com/s/articleView?id=sf.fs_crew_management.htm&type=5

htm&type=5

NEW QUESTION # 101

A service technician at Ursa Major Solar handles yearly maintenance checks. The job usually lasts 2 to 3 hours. Due to the lack of customer availability, many appointments are cancelled or need to be rescheduled at the last minute.

Which two features would be most helpful in aiding the dispatcher with updated schedules for technicians?

Choose 2 answers

- **A. Reshuffle**
- B. Resource Schedule Optimization
- C. Group Nearby
- **D. In-day Optimization**

Answer: A,D

Explanation:

Reshuffle allows the dispatcher to automatically reschedule service appointments for a specific date range based on the current schedule and optimization rules. In-day Optimization allows the dispatcher to optimize the schedule for a specific resource or territory based on real-time events such as cancellations or delays.

References: 1 https://help.salesforce.com/s/articleView?id=sf.fs_reshuffle.htm&type=5 2 https://help.salesforce.com/s/articleView?id=sf.fs_in_day_optimization.htm&type=5

NEW QUESTION # 102

Universal Containers is deploying Field Service Lightning in Europe, where pricing varies by country.

What Price Book structure is recommended?

- **A. Utilize a custom Price Book specific to each country.**
- B. Utilize a standard Price Book specific to each country.
- C. Utilize a custom Price Book with pricing rules applied.
- D. Utilize the standard Price Book with pricing rules applied.

Answer: A

Explanation:

A custom Price Book allows different prices for the same products in different markets. A standard Price Book has the same prices for all markets. Pricing rules are not available for Field Service Lightning.

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

NEW QUESTION # 103

Universal Containers wants to prevent the lunch break from interfering with existing scheduled work.

How should a Consultant configure the Scheduling Policy to ensure a 30-minute lunch break that begins every day after 1 PM?

- A. Create a recurring Service Appointment.
- B. Create Resource Absences every day.
- C. Use the Resource Availability Rule.
- D. Use appropriate Resource Operating Hours.

Answer: C

Explanation:

Resource Availability Rules are rules that define when resources are available for service appointments based on their working hours, absences, breaks, travel time, etc.[77]. Using the Resource Availability Rule would allow configuring the Scheduling Policy to ensure a 30-minute lunch break that begins every day after 1 PM by setting up criteria such as break duration equals 30 minutes and break start time after 1 PM[78]. Creating a recurring Service Appointment would not ensure a 30-minute lunch break that begins every day after 1 PM.

Recurring Service Appointments are service appointments that repeat at regular intervals such as daily, weekly, or monthly[79].

Using appropriate Resource Operating Hours would not ensure a 30-minute lunch break that begins every day after 1 PM.

Resource Operating Hours are records that define when resources are available for work based on their time zones, business hours, holidays, etc.[80]. Creating Resource Absences every day would not ensure a 30-minute lunch break that begins every day after 1 PM. Resource Absences are records that mark resources as unavailable for work for specific time periods due to sickness, vacation, or other reasons[81].

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

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

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

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

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

NEW QUESTION # 104

A Technician at Universal Containers (UC) is responsible for servicing multiple Assets at a customer site during a single visit. UC wants to minimize impact for the customer and consolidate work for its Technician.

What should the Consultant recommend to meet this requirement?

- A. Create and schedule a Service Appointment with a single Work Order with Work Order Line Items for each Asset.
- B. Create a single Work Order with Work Order Line Items for each Asset, each with a Service Appointment.
- C. Create and schedule independent Work Orders for each Asset, each with a Service Appointment.
- D. Create designated Time Slots to ensure appropriate time is held to accommodate these types of visits.

Answer: A

Explanation:

A Service Appointment with a single Work Order with Work Order Line Items for each Asset allows servicing multiple Assets at a customer site during a single visit with minimal impact for the customer and consolidated work for the Technician[28]. Creating and scheduling independent Work Orders for each Asset, each with a Service Appointment, would create unnecessary complexity and duplication. Creating designated Time Slots to ensure appropriate time is held to accommodate these types of visits would not address the requirement of servicing multiple Assets. Creating a single Work Order with Work Order Line Items for each Asset, each with a Service Appointment, would create redundant service appointments for the same visit.

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

NEW QUESTION # 105

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