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Salesforce Certified Field Service Consultant Sample Questions (Q119-Q124):

NEW QUESTION # 119
Universal Containers wants to make it easier for Managers to monitor Preventative Maintenance work orders using the Dispatcher Console.
Which two filtering options should managers use to find the appropriate work orders?
Choose ? answers

- A. The Dispatcher Console Appointment list and filter the list to show only desired service appointments
- B. The Dispatcher Work Order Polygon and filter the list to show only desired service appointments
- C. The Dispatcher Console Map and filter the list to show onlydesired service appointments
- D. The Preventative Maintenance Gantt and filter the list to show only desired work orders

Answer: A,D

Explanation:
The Preventative Maintenance Gantt is a view within the Dispatcher Console that shows the scheduled service appointments for preventive maintenance work orders[217]. The Dispatcher Console Appointment list is a view within the Dispatcher Console that shows the list of service appointments with various details such as status, priority, or assigned resource[218]. Filtering is a feature that allows narrowing down the list of records based on specific criteria such as date, status, or territory[219]. Using the Preventative

Maintenance Gantt and filter the list to show only desired work orders and using the Dispatcher Console Appointment list and filter the list to show only desired service appointments would allow Universal Containers' Managers to monitor Preventative Maintenance work orders using the Dispatcher Console by showing them the preventive maintenance service appointments on a Gantt chart or a list view and allowing them to apply filters to see only the relevant records[220]. Using the Dispatcher Console Map and filter the list to show only desired service appointments would not allow Universal Containers' Managers to monitor Preventative Maintenance work orders using the Dispatcher Console. The Dispatcher Console Map is a view within the Dispatcher Console that shows the locations of service appointments and resources on a map[221]. Using the Dispatcher Work Order Polygon and filter the list to show only desired service appointments would not work because there is no such feature as Dispatcher Work Order Polygon.
References: https://help.salesforce.com/s/articleView?id=sf.fs_gantt_preventive_maintenance_overview.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.fs_gantt_appointment_list_overview.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.fs_gantt_filter_overview.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.fs_gantt_preventive_maintenance_view.htm&type=5https://help.salesforce.com/s/articleView?id=sf.fs_gantt_map_overview.htm&type=5

NEW QUESTION # 120

Universal Containers wants to ensure Technicians have the correct equipment before arriving at a Job site.
Which two considerations should the Consultant take into account when configuring Salesforce Field Service?
Choose 2 answers

- A. Validation Rules and Triggers created on the Work Order and Work Order Line Item objects are automatically recreated for Work Types.
- B. Work Types can be configured to include Required Products on Work Orders and Work Order Line Items.
- C. Required Products must be added to both the Work Order and all Work Order Line Items.
- D. Quantity and Unit of Measure are required when adding a Required Product.

Answer: A,B

NEW QUESTION # 121

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

Answer: B

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

NEW QUESTION # 122

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. Salesforce Field Service considers the Recommended Crew Size when assigning appointments.
- B. A service resource can only be 2 member of 2 single Crew

- C. Capacity-based scheduling is supportedfor Service Crews.
- 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 # 123
The Dispatcher at Universal Containers wants to schedule Service Appointments from the Dispatch Console while taking the Scheduling Policy into consideration.
Which three options are available to the Dispatcher? Choose 3 answers

- A. Select a Service Appointment from the list, use the "Edit" action and allocate the Resource.
- B. Select multiple Service Appointments from the list and bulk schedule them.
- C. Select a Service Appointment from the list, use the "Change Status" action and "Dispatch."
- D. gy Select a ServiceAppointment from the list, use the "Candidates" action, and select the best time slot.
- E. Select a Service Appointment from the list and use the "Schedule" action.

Answer: B,D,E

Explanation:
These three options are available to the dispatcher to schedule service appointments from the dispatch console while taking the scheduling policy into consideration. References:https://help.salesforce.com/s/articleView?
id=sf.fs_dispatch_console_schedule_appointments.htm&type=5

NEW QUESTION # 124
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