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

### NEW QUESTION # 126

Which fields on Service Appointments help ensure that they are completed within the agreed upon Service Level Agreement (SLA)

with Universal Containers' customers?

- A. Scheduled Start, Scheduled End
- **B. Earliest Start Permitted, Due Date**
- C. Actual Start, Actual End
- D. Arrival Window Start, Arrival Window End

**Answer: B**

Explanation:

Earliest Start Permitted is a field on the Service Appointment object that defines the earliest date and time that a service appointment can start[222]. Due Date is a field on the Service Appointment object that defines the latest date and time that a service appointment must be completed by[223]. Using Earliest Start Permitted and Due Date fields on Service Appointments would help ensure that they are completed within the agreed upon Service Level Agreement (SLA) with Universal Containers' customers by setting the boundaries for when a service appointment can start and finish according to the SLA terms[224]. Actual Start and Actual End are fields on the Service Appointment object that capture the actual date and time that a service appointment started and ended[225]. Using Actual Start and Actual End fields on Service Appointments would not help ensure that they are completed within the agreed upon SLA with Universal Containers' customers because they are recorded after the service appointment is performed and do not enforce any SLA terms. Arrival Window Start and Arrival Window End are fields on the Service Appointment object that define the expected date and time range that a resource will arrive at a service appointment[226]. Using Arrival Window Start and Arrival Window End fields on Service Appointments would not help ensure that they are completed within the agreed upon SLA with Universal Containers' customers because they only indicate when a resource will arrive and do not enforce any SLA terms. Scheduled Start and Scheduled End are fields on the Service Appointment object that define the planned date and time range that a service appointment will take place

[227]. Using Scheduled Start and Scheduled End fields on Service Appointments would not help ensure that they are completed within the agreed upon SLA with Universal Containers' customers because they only indicate when a service appointment is scheduled and do not enforce any SLA terms. References:

[https://developer.salesforce.com/docs/atlas.en-us.api.meta/api/sforce\\_api\\_objects\\_serviceappointment.htm](https://developer.salesforce.com/docs/atlas.en-us.api.meta/api/sforce_api_objects_serviceappointment.htm)  
[https://help.salesforce.com/s/articleView?id=sf.sla\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.sla_overview.htm&type=5)

## NEW QUESTION # 127

Universal containers want technicians to view work progress through the work order line-item card in the field service lightning mobile app.

Which configuration steps should a consultant take to meet this requirement?

- A. add the work order line items related list of the work order page layout and assign the layout to the technician's profile.
- **B. create a custom lightning component that displays work order progress and deploy it to technicians through the field lightning mobile app.**
- C. create a report chart that summarizes work order line items and add a link to the service appointment layout.
- D. create a custom visual force page and add an external link in the field service lightning mobile app to view the page in the mobile browser.

**Answer: B**

Explanation:

A custom lightning component that displays work order progress can be created using Lightning Web Components or Aura Components and deployed to technicians through the Field Service Mobile App using Mobile App Extensions. Adding the work order line items related list to the work order page layout would not show the work progress on the work order line-item card in the Field Service Mobile App. Creating a custom visual force page or a report chart would not be compatible with the Field Service Mobile App user interface.

References: <https://developer.salesforce.com/docs/component-library/documentation/en/lwc> <https://developer.salesforce.com/docs/atlas.en-us.lightning.meta/lightning/> [https://help.salesforce.com/s/articleView?id=sf.fs\\_mobile\\_app\\_extensions.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_mobile_app_extensions.htm&type=5)

## NEW QUESTION # 128

Universal Containers wants to assign Service Appointment based on the Polygon of the child service territory in the hierarchy. How should a Consultant assign Service Appointments to the Polygon?

- **A. Set the Polygon Assignment Policy to the Lowest Level.**

- B. Set the Territory Assignment Policy to the Highest Level.
- C. Set the Territory Assignment Policy to the Lowest Level.
- D. Set the Polygon Assignment Policy to the Highest Level.

**Answer: A**

Explanation:

Polygons are geographic areas that define service territories for scheduling and optimization purposes. The Polygon Assignment Policy determines which polygon in a service territory hierarchy is used to assign service appointments to service resources based on their location or skills. Setting it to the Lowest Level ensures that service appointments are assigned based on the polygon of the child service territory in the hierarchy<sup>1</sup>. Setting it to the Highest Level would use the polygon of the parent service territory in the hierarchy<sup>1</sup>. The Territory Assignment Policy determines which territory in a hierarchy is used to filter available resources for scheduling. It does not affect polygon assignment. References: 1 [https://help.salesforce.com/s/articleView?id=sf.fs\\_polygons\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_polygons_overview.htm&type=5)

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### NEW QUESTION # 129

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

**Answer: B,C**

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_overview.htm&type=5)

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### NEW QUESTION # 130

Universal Containers's Technicians may be assigned to Jobs with an arrival window to meet the customer appointment time preference. Technicians are also assigned to Jobs without a preferred appointment time.

In which two ways should the Consultant define Operating Hours to meet this requirement?

Choose 2 answers

- A. **The Time Slots for Appointment Booking**
- B. The Due Date of the Service Appointment
- C. **When Service Resources are available for work**
- D. The Maintenance Plan for the Account

**Answer: A,C**

Explanation:

Operating Hours define when service resources are available for work and when customers can book appointments. The Time Slots for Appointment Booking setting determines how operating hours are divided into time slots that can be assigned to service appointments. The Maintenance Plan for the Account or the Due Date of the Service Appointment do not affect operating hours, but are used to generate and schedule recurring work orders. References: [https://help.salesforce.com/s/articleView?id=sf.fs\\_operating\\_hours.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_operating_hours.htm&type=5)

## NEW QUESTION # 131

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