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## Salesforce Certified Field Service Consultant Sample Questions (Q99-Q104):

### NEW QUESTION # 99

Which two features on the Dispatcher Console should the Consultant use to visualize Rule Violating Service Appointments? Choose 2 answers

- A. Color Palettes

- B. Appointment List
- C. Gantt Map
- D. Gantt

**Answer: A,B**

Explanation:

Color Palettes are settings that allow dispatchers to customize the colors of service appointments on the Gantt based on different criteria such as status, priority, or rule violations[154]. Appointment List is a tool that allows dispatchers to view and filter service appointments in a list view based on different criteria such as status, priority, or rule violations[155]. Using these two features on the Dispatcher Console would allow visualizing Rule Violating Service Appointments by setting up color codes or filters based on rule violations.

Gantt is a tool that allows dispatchers to view and manage service appointments on a timeline[156]. Gantt Map is a tool that allows dispatchers to view and manage service appointments on a map[157]. Using these two features on the Dispatcher Console would not allow visualizing Rule Violating Service Appointments by themselves unless combined with color palettes or appointment list.

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

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### NEW QUESTION # 100

Service resources at Universal Containers (UC) frequently work in more than one service territory.

The current scheduling policy looks only at primary territory. While UC still wants the optimizer to use the service resource's primary territory when scheduling, UC also wants the scheduling policy to look at the resource's secondary service territories.

Which two scheduling policy changes should a Consultant recommend?

Choose 2 answers

- A. Select Working Location Enable Primary on the Working Territories Work Rule:
- B. Include the Match Territory Work Rule.
- C. Remove the Match Territory Work Rule.
- D. Deselect Working Location Enable Primary on the Working Territories Work Rule.

**Answer: A,B**

Explanation:

Working Location Enable Primary is a setting on the Working Territories work rule that defines whether resources should be matched with service appointments based on their primary territory only or any territory they belong to[186]. Match Territory is a work rule that defines whether resources should be matched with service appointments based on their territories[187]. Selecting Working Location Enable Primary on the Working Territories Work Rule and including the Match Territory Work Rule would allow Universal Containers' scheduling policy to look at both primary and secondary service territories by enabling matching resources with service appointments based on any territory they belong to and prioritizing matching resources with service appointments based on their territories. Removing the Match Territory Work Rule would not allow Universal Containers' scheduling policy to look at both primary and secondary service territories because it would disable matching resources with service appointments based on their territories. Deselecting Working Location Enable Primary on the Working Territories Work Rule would not affect Universal Containers' scheduling policy because it is already deselected by default. References: [https://help.salesforce.com/s/articleView?id=sf.fs\\_scheduling\\_policies\\_work\\_rules\\_working\\_territories.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_scheduling_policies_work_rules_working_territories.htm&type=5) [https://help.salesforce.com/s/articleView?id=sf.fs\\_scheduling\\_policies\\_work\\_rules\\_match\\_territory.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_scheduling_policies_work_rules_match_territory.htm&type=5)

### NEW QUESTION # 101

Which two considerations impact the scheduled timeframe of Multi-day Work?

Choose 2? answers

- A. Homebase Travel
- B. Assigned Resource
- C. Break Duration
- D. Resource Skill Level

**Answer: B,C**

Explanation:

These two considerations impact the scheduled timeframe of multi-day work, as they affect the availability and capacity of the resource assigned to the work. References:[https://help.salesforce.com/s/articleView?id=sf.fs\\_multi\\_day\\_work.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_multi_day_work.htm&type=5)

### NEW QUESTION # 102

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

**Answer: B**

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](https://help.salesforce.com/s/articleView?id=sf.fs_crew_management.htm&type=5)

### NEW QUESTION # 103

A technician needs to get replacement part for damaged inventory on them for an upcoming job.  
To which object should the technician add a product request record?

- **A. work order**
- B. service appointment
- C. work types
- D. service report

**Answer: A**

Explanation:

A Product Request record can be added to a Work Order to request a product from inventory for a service appointment. A Work Type is a template that defines the duration, skills, and products required for a work order or work order line item. A Service Appointment is a record that represents a scheduled visit by a service resource to a customer location. A Service Report is a document that summarizes the details and outcomes of a service appointment. References: [https://help.salesforce.com/s/articleView?id=sf.fs\\_product\\_requests.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_product_requests.htm&type=5)

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### NEW QUESTION # 104

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