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Salesforce Certified Field Service Consultant Sample Questions (Q97-Q102):

NEW QUESTION # 97

AW Computing groups its technicians based on seniority. The newest techs comprise Tier 1, move to Tier 2 after a year on the job, and get assigned to Tier 3 after 3 years on the job. Resources with more seniority should be considered for a job over resources with less seniority.

How should the field service administrator ensure this corporate policy is enforced considering the Customer First scheduling policy is utilized consistently except in emergency situations?

- A. Create a custom number field to capture the tier number on the service resource.
- B. Create a queue for each tier group within each territory on the Service Appointment object.
- C. Use the Priority field on the service resource assigning Tier 3 techs the lowest number and Tier1 techs with the highest number.
- **D. Make a relevance group on the work rule to filter based on the tier number and add the rule to the policy.**

Answer: D

Explanation:

A relevance group is used to filter resources based on a custom field value. By creating a relevancegroup on the work rule to filter based on the tier number, the system can prioritize resources with higher seniority for a service appointment.

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

NEW QUESTION # 98

A customer makes one appointment for the sales department, and another appointment for the service department. The two appointments should be handled on the same day, but should be created as separate appointments. In addition, the Technician must complete one appointment before starting the next. The agent wants to make sure these two appointments are scheduled together and in sequence.

Which three things should the Consultant verify to ensure these requirements are met and simultaneous scheduling will occur?

Choose 3 answers

- A. The Complex Work Visualforce page is added to the Service Appointments page
- B. The Dependency Type is set to Start After Finish and Same Day on the first service appointment in the dependency.
- C. The Same Resource and Same Day fields appear on the Service Appointments page layout.
- D. A dependency has been created between the two appointments and the start times are the same.
- E. The checkbox Use all-or-none scheduling for related appointments in Field Service Settings is selected.

Answer: B,C,E

Explanation:

Use all-or-none scheduling for related appointments is a setting in Field Service Settings that enables or disables the simultaneous scheduling of service appointments that have dependencies[232]. Dependency Type is a field on the Service Appointment object that defines the relationship between two service appointments such as Start After Finish, Start Before Finish, or Finish Before Start[233]. Same Resource and Same Day are fields on the Service Appointment object that indicate whether two service appointments with dependencies should be assigned to the same resource and scheduled on the same day[234]. Selecting the checkbox Use all- or-none scheduling for related appointments in Field Service Settings, setting the Dependency Type to Start After Finish and Same Day on the first service appointment in the dependency, and making sure the Same Resource and Same Day fields appear on the Service Appointments page layout would allow Universal Containers to ensure that a customer makes one appointment for the sales department, and another appointment for the service department, that should be handled on the same day, but should be created as separate appointments, where the Technician must complete one appointment before starting the next, and that these two appointments are scheduled together and in sequence by enabling simultaneous scheduling of dependent service appointments, defining the order and timing of the service appointments, and ensuring that the service appointments are assigned to the same resource and scheduled on the same day[235]. Creating a dependency between the two appointments and setting the start times to be the same would not work because it would not ensure that one appointment is completed before starting the next. Adding the Complex Work Visualforce page to the Service Appointments page would not work because it is not a feature of Salesforce Field Service. References: https://help.salesforce.com/s/articleView?id=sf.fs_settings_overview.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.fs_service_appointment_dependencies_overview.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.fs_service_appointment_dependencies_create_edit_delete.htm&type=5

NEW QUESTION # 99

Universal Containers has customers who have previously negotiated pricing on some products.

Which Price Book structure should a Consultant recommend when considering the implications of pricing on Work Orders?

- A. Create customer-specific Price Books and add only price-negotiated products as Price Book Entries.
- B. Utilize a custom Global Price Book and add price-negotiated products as Price Book Entries.
- C. Create customer-specific Price Books and add all products as Price Book Entries.
- D. Utilize a custom Global Price Book and add all products as Price Book Entries.

Answer: A

Explanation:

This option allows applying different prices for the same product based on the customer agreement, and avoids duplicating products that have standard prices. References: https://help.salesforce.com/s/articleView?id=sf.fs_price_books.htm&type=5

NEW QUESTION # 100

Universal Containers wants to offer customers a Maintenance Plan that provides 12 monthly checkups. The customer will call to schedule each visit.

How should a Consultant configure the Maintenance Plan to meet this requirement?

- A. Set Frequency to 1 Month; Generation Timeframe of 12; check Auto-generate work orders.
- B. Set Frequency to 1 Month; Generation Timeframe of 1; uncheck Auto-generate work orders.
- C. Set Frequency to 1 Month; Generation Timeframe of 1; check Auto-generate work orders.
- **D. Set Frequency to 1 Month; Generation Timeframe of 12; uncheck Auto-generate work orders.**

Answer: D

Explanation:

Frequency is a field on the Maintenance Plan object that defines how often work orders should be generated from maintenance plans such as daily, weekly, or monthly[228]. Generation Timeframe is a field on the Maintenance Plan object that defines how many work orders should be generated from maintenance plans at a time such as 1, 2, or 12[229]. Auto-generate work orders is a field on the Maintenance Plan object that enables or disables the automatic generation of work orders from maintenance plans[230]. Setting Frequency to 1 Month; Generation Timeframe of 12; uncheck Auto-generate work orders would allow Universal Containers to offer customers a Maintenance Plan that provides 12 monthly checkups where the customer will call to schedule each visit by creating maintenance plans that generate one work order per month for 12 months but do not generate them automatically until the customer calls[231]. Setting Frequency to 1 Month; Generation Timeframe of 1; check Auto-generate work orders would not allow Universal Containers to offer customers a Maintenance Plan that provides 12 monthly checkups where the customer will call to schedule each visit. It would create maintenance plans that generate one work order per month for one month and generate them automatically without waiting for customer calls. Setting Frequency to 1 Month; Generation Timeframe of 12; check Auto-generate work orders would not allow Universal Containers to offer customers a Maintenance Plan that provides 12 monthly checkups where the customer will call to schedule each visit. It would create maintenance plans that generate one work order per month for 12 months and generate them automatically without waiting for customer calls. Setting Frequency to 1 Month; Generation Timeframe of 1; uncheck Auto-generate work orders would not allow Universal Container

NEW QUESTION # 101

Universal Containers sells widgets with multiple components. Based on a problem reported by a customer, one or more of the components need to be replaced.

What should a Consultant recommend to accurately record the required work?

- A. Service Appointments and Service Appointment Line Items
- **B. Work Orders with Work Order Line Items**
- C. Work Orders with Service Appointments
- D. Work Orders with Products Consumed

Answer: B

Explanation:

This option allows recording the required work for each component separately, and tracking the status and progress of each Work Order Line Item. References:https://help.salesforce.com/s/articleView?id=sf.fs_work_order_line_items.htm&type=5

NEW QUESTION # 102

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