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Salesforce Certified Field Service Consultant Sample Questions (Q24-Q29):

NEW QUESTION # 24

A customer has been having problems with SMS responses getting the default keyword response rather than the appropriate next keyword response.

What are two potential reasons for this unexpected response?

Choose 2 answers

- A. Responses are not sent within 24 hours of the outbound message.
- B. Next keyword was not specified on the outbound message.
- C. Response contained "stop" in the message content.
- D. Responses are not sent within the Conversation Window.

Answer: A,B

NEW QUESTION # 25

Northern Trail Outfitters (NTO) wants to track and report on individual tasks completed, including parts consumed and pricing details, as part of the Work Order completion process. NTO wants to schedule one or multiple tasks to different Technicians as needed.

How should the Consultant meet the requirement utilizing the standard Salesforce Field Service Data Model?

- **A. Create Work Order Line Items, each with its own child Service Appointment.**
- B. Create Custom Object records, each with its own child Service Appointment.
- C. Create multiple Service Appointments, each with its own child Work Order Line Item.
- D. Create multiple Service Appointments, each with its own child task records.

Answer: A

NEW QUESTION # 26

universal container provides installation services for each of its products. Each product requires different number of times, and a different sets of installation tasks How should a consultant configure field service lightning to support this service

- A. Use cases to define the installation services for each product - use service appointment to track the work for each customer- use work order to assign the work
- **B. Use the work type to define the installation services for each product- use work order to track work for each customer - use service appointment to assign the work**
- C. Use service appointment to define the installation services for each product - use work order to track order for each customer use task to assign the work
- D. Use work order to define the installation services for each product use work type to each work - use work type to track work for each customer - use service appointment

Answer: B

Explanation:
to assign the work

NEW QUESTION # 27

Universal Containers (UC) wants to ensure that Technicians enter required information only once when completing Work Orders on the Salesforce Field Service mobile app. The information entered by Technicians needs to also update the Service Appointment and the Case that are associated to the Work Order.

What should a Consultant leverage to ensure the right data is captured from the Salesforce Field Service mobile app?

- **A. oO Quick Action on the Work Order that launches a Flow to update the Work Order, Case, and Service Appointment.**
- B. Process Builder on Case to update the Service Appointment and Work Order.
- C. Lightning Component with required fields to update the Case, Work Order and Service Appointment.
- D. Quick Actions that launch a Flow on Cases, Work Orders and Service Appointments with required fields.

Answer: A

Explanation:
Explanation

This option allows capturing the required information on the work order and updating the related case and service appointment records using a flow. References:

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

NEW QUESTION # 28

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

Answer: A,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
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NEW QUESTION # 29

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