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Salesforce Certified Field Service Consultant Sample Questions (Q11-Q16):

NEW QUESTION # 11

Universal Containers wants to track the time a Service Resource spends on each step of more complex repair jobs. This time could include travel, prep and on-site time.

How could the Service Resource's Time Sheet be configured to track the total time spent on each step?

- A. Relate the Time Sheet to the Service Appointment.
- **B. Relate the Time Sheet Entries to the Work Order Line Item.**
- C. Relate the Time Sheet Entries to the Service Appointment.
- D. Relate the Time Sheet to the Work Order Line Item.

Answer: B

Explanation:

This option allows tracking the time spent on each step of the work order line item and associating it with the time sheet entry record.

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

NEW QUESTION # 12

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

Answer: A,B

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=5

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

NEW QUESTION # 13

Northern Trail Outfitters has hired a contractor to help with service calls on an as-needed basis. The contractor should be limited to travel a maximum of 50 minutes from home.

Which action should a consultant recommend?

- A. Link rules to Relevance Groups.
- B. Check 'Keep These Appointments Scheduled'.
- **C. Include a Match Fields work rule.**
- D. Assign a high efficiency score.

Answer: C

Explanation:

Match Fields work rules are rules that restrict travel distance between home location and first appointment location for resources[64]. Including a Match Fields work rule would allow limiting contractors to travel a maximum of 50 minutes from home by setting up criteria such as travel distance less than or equal to 50 minutes between home location field and first appointment location field[65]. Linking rules to Relevance Groups would not limit travel distance between home location and first appointment location for resources.

Relevance Groups are groups of rules that apply only to specific types of services such as emergency or preventive maintenance[66]. Assigning a high efficiency score would not limit travel distance between home location and first appointment location for resources. Efficiency score is a metric that measures how well resources use their working hours based on factors

NEW QUESTION # 14

Universal Containers products need to be traceable from the factory to customer sites. The products are installed using disposable kits.

How should the consultant configure this?

- A. Create the products and the installation kits as serialized inventory.
- B. Create the products and the installation kits as a single serialized product.
- C. Create the products and the installation kits as unsterilized inventory.
- **D. Create the products as serialized inventory and the installation kits as unsterilized inventory.**

Answer: D

Explanation:

Serialized inventory allows tracking individual product items by serial number, which is useful for traceability from factory to customer sites. Unsterilized inventory allows tracking product quantities without serial numbers, which is suitable for disposable kits that are not reused or returned. Creating both products and kits as serialized or unsterilized inventory would not meet the requirement of traceability for products and disposability for kits. References: https://help.salesforce.com/s/articleView?id=sf_fs_serialized_inventory_overview.htm&type=5 https://help.salesforce.com/s/articleView?id=sf_fs_unsterilized_inventory_overview.htm&type=5

NEW QUESTION # 15

Universal Containers wants to reduce its mean-time-to-service.

Which three Field Service processes should a Consultant recommend to accomplish this goal? Choose 3 answers

- **A. Knowledge Base**
- B. Customer Entitlements
- C. Adjust Scheduling Policy
- **D. Dispatching**
- **E. Scheduling**

Answer: A,D,E

Explanation:

Scheduling, dispatching, and knowledge base are three field service processes that can help reduce the mean-time-to-service.

Scheduling is the process of assigning service appointments to resources based on their availability, skills, and location. Dispatching is the process of sending service appointments to resources and tracking their status and location. Knowledge base is a repository of articles that provide information and solutions for common issues and questions.

References: https://help.salesforce.com/s/articleView?id=sf_fs1_scheduling.htm&type=5 https://help.salesforce.com/s/articleView?id=sf_fs1_dispatch.htm&type=5 https://help.salesforce.com/s/articleView?id=sf_knowledge_about.htm&type=5

NEW QUESTION # 16

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