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## Salesforce Certified Field Service Consultant Sample Questions (Q68-Q73):

### NEW QUESTION # 68

Northern Trail Outfitters (NTO) wants to improve customer satisfaction by setting expectations around upcoming appointments. When designing the Customer Service Representative's user interface, in most cases, which two fields should be shared with the customer about an upcoming appointment?

Choose 2 answers

- A. Arrival Window Start
- B. Scheduled Start
- C. Arrival Window End
- D. Scheduled End

**Answer: A,C**

Explanation:

Arrival Window Start and Arrival Window End are fields on the Service Appointment that indicate when a technician is expected to arrive at a customer site based on travel time and service duration calculations.

These fields can be shared with customers to set expectations around upcoming appointments. Scheduled End and Scheduled Start are fields on the Service Appointment that indicate when a technician is scheduled to start and end their service based on their availability and assigned time slots. These fields are not accurate indicators of when a technician will arrive at a customer site, as they do not account for travel time and service duration variations. References: [https://help.salesforce.com/s/articleView?id=sf.fs\\_service\\_appointments.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_service_appointments.htm&type=5)

#### NEW QUESTION # 69

Time sheet entries can be associated to which two objects? Choose 2 answer

- A. Work order
- B. Work order line item
- C. Service resource
- D. assigned resources

**Answer: A,B**

Explanation:

Time sheet entries are records that track the time spent by a service resource on a work order or a work order line item[28]. Time sheet entries can be associated to work order line items or work orders using lookup fields [29]. Assigned resources are records that assign a service resource to a service appointment[30]. Service resources are records that represent the people or equipment that perform field service tasks[31]. Time sheet entries cannot be associated to assigned resources or service resources directly. References: [https://help.salesforce.com/s/articleView?id=sf.fs\\_time\\_sheets\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_time_sheets_overview.htm&type=5)

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#### NEW QUESTION # 70

Ursa Major Solar would like the technician who performed a customer's initial installation to also perform any subsequent service calls.

Which two actions should the field service administrator take to configure field service to ensure the installation technician is assigned to subsequent service calls?

Choose 2 answers

- A. Add the technician as the required resource on the service appointment.
- B. Add the technician as a preferred resource on the account record.
- C. Create a child work order for maintenance on the original installation work order.
- D. Add the preferred resource service objective to the scheduling policy.

**Answer: B,D**

Explanation:

These are two actions that can help ensure that the technician who performed a customer's initial installation is also assigned to subsequent service calls. A preferred resource is a resource that has a preference or affinity for working with a specific account or service territory. A preferred resource service objective is a service objective that prioritizes resources that are preferred for an account or service territory. By adding the technician as a preferred resource on the account record, and adding the preferred resource service objective to the scheduling policy, the system can assign the technician to future service appointments for that account.

References: [https://help.salesforce.com/s/articleView?id=sf.fsl\\_preferred\\_resources.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fsl_preferred_resources.htm&type=5) [https://help.salesforce.com/s/articleView?id=sf.fsl\\_service\\_objectives.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fsl_service_objectives.htm&type=5)

#### NEW QUESTION # 71

Universal Containers wants to prevent the lunch break from interfering with existing scheduled work.  
How should a Consultant configure the Scheduling Policy to ensure a 30-minute lunch break that begins every day after 1 PM?

- A. Use appropriate Resource Operating Hours.
- B. Create a recurring Service Appointment.
- C. Create Resource Absences every day.
- **D. Use the Resource Availability Rule.**

**Answer: D**

Explanation:

Resource Availability Rules are rules that define when resources are available for service appointments based on their working hours, absences, breaks, travel time, etc.[77]. Using the Resource Availability Rule would allow configuring the Scheduling Policy to ensure a 30-minute lunch break that begins every day after 1 PM by setting up criteria such as break duration equals 30 minutes and break start time after 1 PM[78]. Creating a recurring Service Appointment would not ensure a 30-minute lunch break that begins every day after 1 PM.

Recurring Service Appointments are service appointments that repeat at regular intervals such as daily, weekly, or monthly[79].

Using appropriate Resource Operating Hours would not ensure a 30-minute lunch break that begins every day after 1 PM.

Resource Operating Hours are records that define when resources are available for work based on their time zones, business hours, holidays, etc.[80]. Creating Resource Absences every day would not ensure a 30-minute lunch break that begins every day after 1 PM. Resource Absences are records that mark resources as unavailable for work for specific time periods due to sickness, vacation, or other reasons[81]. References: [https://help.salesforce.com/s/articleView?id=sf.fs\\_resource\\_availability\\_rules\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_resource_availability_rules_overview.htm&type=5) [https://help.salesforce.com/s/articleView?id=sf.fs\\_resource\\_availability\\_rules\\_breaks.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_resource_availability_rules_breaks.htm&type=5) [https://help.salesforce.com/s/articleView?id=sf.fs\\_recurring\\_service\\_appointments\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_recurring_service_appointments_overview.htm&type=5) [https://help.salesforce.com/s/articleView?id=sf.fs\\_resource\\_operating\\_hours\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_resource_operating_hours_overview.htm&type=5) [https://help.salesforce.com/s/articleView?id=sf.fs\\_resource\\_absences\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_resource_absences_overview.htm&type=5)

## NEW QUESTION # 72

Universal Containers wants their Technicians to create an additional visit to complete unfinished work within the Salesforce Field Service mobile application.

Which approach should a Consultant recommend to meet the requirement?

- **A. Define a Quick Action that creates a new Work Order record.**
- B. Define a Visualforce page that creates a new Service Appointment record.
- C. Define a Visualforce page that creates a new Work Order record.
- D. Define a Quick Action that creates a new Service Appointment record.

**Answer: A**

Explanation:

Soft Boundaries and Customer First are two default scheduling policies that meet the requirement of committing preferred resources to accounts and providing prompt service. Soft Boundaries prioritize resources that are assigned to the same account or service territory as the service appointment. Customer First prioritizes resources that have the highest customer satisfaction rating.

References: [https://help.salesforce.com/s/articleView?id=sf.fs\\_scheduling\\_policies.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_scheduling_policies.htm&type=5)

## NEW QUESTION # 73

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