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Salesforce Certified Field Service Consultant Sample Questions (Q78-Q83):

NEW QUESTION # 78

The Org-Wide Default sharing for a Service Appointment is set to Private.

If the Service Appointment is cancelled, which users will have visibility to the record?

- A. Assigned Resources, Owner of Service Appointment and members of User Territory
- B. Owner of Service Appointment and members of Service Territory
- C. Owner of Service Appointment and members of User Territory
- D. Assigned Resources, Owner of Service Appointment and members of Service Territory

Answer: D

Explanation:

This option reflects the sharing rules for Service Appointments, which grant access to the assigned resources, the owner of the record, and the members of the service territory associated with the record. References:

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

NEW QUESTION # 79

Northern Trail Outfitters wants to improve overall responsiveness to customers.

Which Dispatch technique should the Consultant implement to provide the greatest schedule flexibility?

- A. Configure the Auto Dispatch scheduled job.
- B. Leverage Resource Schedule Optimization.
- C. Shuffle daily work manually via the Gantt.
- **D. Enable Drip-feed to dispatch the next appointments.**

Answer: D

Explanation:

Drip Feed Dispatching is a feature that allows dispatching groups of service appointments to technicians at regular intervals instead of all at once[121]. Enabling Drip-feed to dispatch the next appointments would allow Northern Trail Outfitters to improve overall responsiveness to customers by providing the greatest schedule flexibility and allowing technicians to adjust their schedules based on real-time conditions[122].

Shuffling daily work manually via the Gantt would not provide the greatest schedule flexibility. The Gantt is a tool that allows dispatchers to view and manage service appointments on a timeline[123]. Leveraging Resource Schedule Optimization would not provide the greatest schedule flexibility. Resource Schedule Optimization is a feature that allows optimizing service appointments based on predefined criteria such as travel time or priority[124]. Configuring the Auto Dispatch scheduled job would not provide the greatest schedule flexibility. Auto Dispatch is a feature that allows automatically assigning service appointments to resources based on predefined criteria such as skills or availability[125]. References: https://help.salesforce.com/s/articleView?id=sf.fs_drip_feed_dispatching_overview.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.fs_drip_feed_dispatching_enable.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.fs_gantt_overview.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.fs_resource_schedule_optimization_overview.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.fs_auto_dispatch_overview.htm&type=5

NEW QUESTION # 80

Universal Containers want technicians to view work progress through the work order line-item card in the field service lightning mobile app.

Which configuration steps should a consultant take to meet this requirement?

- A. create a custom visual force page and add an external link in the field service lightning mobile app to view the page in the mobile browser.
- **B. create a custom lightning component that displays work order progress and deploy it to technicians through the field lightning mobile app.**
- C. add the work order line items related list of the work order page layout and assign the layout to the technician's profile.
- D. create a report chart that summarizes work order line items and add a link to the service appointment layout.

Answer: B

Explanation:

A custom lightning component that displays work order progress can be created using Lightning Web Components or Aura Components and deployed to technicians through the Field Service Mobile App using Mobile App Extensions. Adding the work order line items related list to the work order page layout would not show the work progress on the work order line-item card in the Field Service Mobile App. Creating a custom visual force page or a report chart would not be compatible with the Field Service Mobile App user interface.

References: <https://developer.salesforce.com/docs/component-library/documentation/en/lwc> https://developer.salesforce.com/docs/atlas.en-us.lightning.meta/lightning/https://help.salesforce.com/s/articleView?id=sf.fs_mobile_app_extensions.htm&type=5

NEW QUESTION # 81

A consultant has implemented user territories at Northern Trail Outfitters (NTO) in a private sharing model. A new Midwest Service Territory has been created.

Which two actions should NTO take to give the dispatcher access to all relevant Midwest records? Choose 2 answers

- A. Add the resources assigned to the Service Territory's Member related list.
- **B. Create a new user territory associated with the Service Territory and dispatcher.**
- C. Assign a new user territory and add each of the assigned service resources.
- **D. Configure and run the User Territory Sharing Job in Field Service Settings.**

Answer: B,D

Explanation:

User Territories are records that associate users with service territories for sharing purposes[90]. Creating a new user territory associated with the Service Territory and dispatcher would allow giving access to all relevant Midwest records by linking them with their corresponding service territory[91]. Configuring and running the User Territory Sharing Job in Field Service Settings would allow updating sharing rules based on user territories automatically at regular intervals such as daily or weekly[92]. Assigning a new user territory and adding each of the assigned service resources would not give access to all relevant Midwest records

NEW QUESTION # 82

An extreme weather situation impacted both the volume of open work and the number of available resources at Universal Containers.

Which approach should a Consultant recommend to realign available resources with open work?

- A. Emergency scheduling
- **B. Global optimization**
- C. Resource Schedule Optimization
- D. Customer First scheduling

Answer: B

Explanation:

Global optimization is a feature that allows rescheduling multiple service appointments at once based on predefined criteria such as emergency priority, travel time, or skills[194]. Global optimization would allow Universal Containers to realign available resources with open work by running an optimization job that prioritizes emergency work and assigns it to the best available resources[195]. Resource Schedule Optimization is a feature that allows scheduling service appointments for individual resources based on their availability and preferences[196]. Resource Schedule Optimization would not allow Universal Containers to realign available resources with open work because it does not consider multiple resources or service appointments at once. Emergency scheduling is a feature that allows creating and assigning emergency service appointments to the best available resources[197]. Emergency scheduling would not allow Universal Containers to realign available resources with open work because it does not reschedule existing service appointments. Customer First scheduling is a feature that allows prioritizing customer preferences and satisfaction when scheduling service appointments[198]. Customer First scheduling would not allow Universal Containers to realign available resources with open work because it does not prioritize emergency work or reschedule existing service appointments. References:

https://help.salesforce.com/s/articleView?id=sf.fs_optimization_overview.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.fs_optimization_global_overview.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.fs_resource_schedule_optimization_overview.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.fs_scheduling_emergency_overview.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.fs_scheduling_customer_first_overview.htm&type=5

NEW QUESTION # 83

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