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Salesforce Certified Field Service Consultant Sample Questions (Q160-Q165):

NEW QUESTION # 160

The service director at Urso Major Solar would like to understand the effect that service objectives have on the assignment of service appointments to service resources.

Where can the director view service objective scores for potential appointment time slots?

- A. Candidates action
- B. Bulk dispatch action
- C. Dispatch console
- **D. Book appointment action**

Answer: D

Explanation:

The book appointment action is used to schedule a service appointment based on service objectives and resource availability. The action displays a list of potential time slots with service objective scores for each slot. The higher the score, the better the slot meets the service objectives.

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

NEW QUESTION # 161

Universal Containers (UC) wants to track the Asset lifecycle when equipment has been swapped out. What should a Consultant recommend to meet this requirement?

- A. Add the field history tracking related list to the Asset Page and configure the Asset Relationship object.
- B. Add the field history tracking related list to the Asset Page and configure the Product Request object.
- C. Add the Related Asset related list to the Asset Page and configure the Asset Relationship object.
- **D. Add the Related Asset related list to the Asset Page and configure the Product Request object**

Answer: D

Explanation:

Assets are records that represent products or equipment that customers have purchased or installed[174].

Related Assets are records that track the relationships between assets such as parent-child or swap[175].

Product Requests are records that track the products or parts that are requested, transferred, or returned for a service appointment[176]. Adding the Related Asset related list to the Asset Page and configuring the Product Request object would allow Universal Containers to track the Asset lifecycle when equipment has been swapped out by creating related asset records for swapped assets and creating product request records for transferring or returning assets[177]. Adding the field history tracking related list to the Asset Page would not track the Asset lifecycle when equipment has been swapped out. Field history tracking is a feature that allows tracking changes to specific fields on an object over time[178]. Configuring the Asset Relationship object would not track the Asset lifecycle when equipment has been swapped out. Asset Relationship is an object that defines the types of relationships between assets such as parent-child or swap[179].

References:
<https://help.salesforce.com/s/articleView?id=sf.asset.htm&type=5> https://help.salesforce.com/s/articleView?id=sf.fsl_related_assets_overview.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.fsl_product_requests_overview.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.fsl_related_assets_swap.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.field_history_tracking.htm&type=5 https://developer.salesforce.com/docs/atlas.en-us.api.meta/api/sforce_api_objects_assetrelationship.htm

NEW QUESTION # 162

Universal Containers wants to implement Service Level Agreements (SLA) for Work Orders.

Which three considerations should the Consultant take into account?

Choose 3 answers

- A. An Entitlement Process must be applied to both Cases and Work Orders.
- B. A single Milestone can be added to both Case and Work Order Entitlement Processes.
- **C. Milestones for Work Orders can be set up from the metadata API.**
- **D. Milestones for Work Orders can be configured in Setup.**
- **E. A new Entitlement Process requires selecting a single Entitlement Process Type.**

Answer: C,D,E

Explanation:

These three considerations should be taken into account when implementing service level agreements for work orders, as they affect how milestones are created and applied to work orders. References: https://help.salesforce.com/s/articleView?id=sf.fsl_milestones_for_work_orders_overview.htm&type=5

NEW QUESTION # 163

Which three factors should a Consultant consider when configuring routing? Choose 3 answers

- A. Default Travel Speed is used only if a different travel speed is null on the resource.
- B. Set Auto Schedule to True upon creation of the Service Appointment.
- C. A straight line is used to compute the shortest distance between two locations if Street LevelRouting is enabled.
- D. Configure the Resource Availability Work Rule to calculate travel at the expense of the resource and breaks.
- E. Configure Schedule Policy by modifying Work Rules and Service Objectives.

Answer: A,D,E

Explanation:

These are three factors that should be considered when configuring routing. Routing is the process of finding the best resource for a service appointment based on various criteria and constraints. A schedule policy is used to define the routing preferences and rules for a service territory or operating hours. A work rule is used to define a scheduling constraint or preference for a service appointment or a resource. A service objective is used to define a scheduling goal or metric for a service appointment. The Resource Availability work rule is used to calculate travel time and breaks as part of the resource's availability. The Default Travel Speed is used to estimate the travel time between locations if a different travel speed is not specified for the resource.

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

NEW QUESTION # 164

How should a Consultant configure Salesforce Field Service to ensure agents and dispatchers can quickly create Work Orders with the appropriate materials?

- A. Create Work Types with Products Required.
- B. Create Work Types and Locations.
- C. Create Work Types with Work Order Line Items.
- D. Create Work Types with Products Consumed.

Answer: A

Explanation:

Work Types are templates that define the duration, skills, and products required for a work order or work order line item. By creating Work Types with Products Required, agents and dispatchers can quickly create Work Orders with the appropriate materials. Creating Work Types with Products Consumed or Products Required would not populate products on Work Orders automatically, but would require manual entry or consumption by technicians. Creating Work Types and Locations would not affect products on Work Orders, but would affect scheduling and optimization of service appointments.

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

NEW QUESTION # 165

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