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>> FS-Con-101 New Test Camp <<

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## Salesforce Certified Field Service Consultant Sample Questions (Q145-Q150):

### NEW QUESTION # 145

Northern Trail Outfitters is implementing drip feed dispatching. When testing the new functionality, the drip does not dispatch appointments as expected. A consultant is engaged to troubleshoot the issue.

What is preventing the drip feed from triggering?

- A. The default drip feed setting is overriding the drip feed rate on a service territory.

- B. Other scheduled jobs are dispatching appointments and exceeding the drip feed value.
- C. The status on completed appointments can only be Canceled, Completed, or Cannot Complete.
- D. The appointment status is going from Scheduled to Completed.

**Answer: B**

Explanation:

Drip feed dispatching is a feature that allows dispatching service appointments gradually throughout the day based on a drip feed rate defined for each service territory or resource. If other scheduled jobs are dispatching appointments and exceeding the drip feed value, then the drip feed dispatching will not trigger as expected. The appointment status going from Scheduled to Completed or being Canceled, Completed, or Cannot Complete does not affect drip feed dispatching, as these are valid status transitions for dispatched appointments. The default drip feed setting does not override the drip feed rate on a service territory, but provides a fallback value if no rate is specified on the territory or resource level. 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_overview.htm&type=5)

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**NEW QUESTION # 146**

AW Computing technicians handle different kinds of jobs, many of which involve installing or replacing parts. Having the appropriate inventory is critical to completing the jobs on time.

How should field service be configured to ensure the parts required for a job are listed correctly on the work order?

- A. Ensure the product items are available in inventory.
- B. **Add the product fields to the work order layout.**
- C. Include the required products in the work type.
- D. Create a flow to add the products to the work order.

**Answer: B**

Explanation:

A quick action is used to create a record from another record with predefined field values. By defining a quick action to create a new service appointment from an existing one, the technician can easily create an additional visit to complete unfinished work.

References: [https://help.salesforce.com/s/articleView?id=sf.fs\\_quick\\_actions.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_quick_actions.htm&type=5) Work types are used to define the standard duration and skills required for a specific type of work. They can also include the required products that are needed for the work. By including the required products in the work type, the system can automatically add them to the work order when the work type is selected.

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

**NEW QUESTION # 147**

Northern Trail Outfitters (NTO) asks its clients for feedback on every service visit. NTO wants to dispatch the appropriate Technicians based on customer feedback.

What are two ways the Consultant can meet this requirement?

Choose 2 answers

- A. Configure customer preferences on the Service Resource record.
- B. Configure and add excluded and required resource business objectives to scheduling policies.
- C. **Configure resource preferences on the Account or Work Order.**
- D. **Configure and add excluded and required resource Work Rules to scheduling policies.**

**Answer: C,D**

Explanation:

These two ways allow dispatching the appropriate technicians based on customer feedback, as they allow defining which resources are preferred or avoided by customers or accounts. References: [https://help.salesforce.com/s/articleView?id=sf.fs\\_resource\\_preferences.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_resource_preferences.htm&type=5)

**NEW QUESTION # 148**

Universal Containers wants to track Technicians' van stock using the Salesforce Field Service mobile app to ensure that Technicians

report when parts are used.

Which three data elements should a Consultant recommend tracking to support these requirements?

Choose 3 answers

- A. Products Consumed
- B. Products Required
- C. Mobile Locations
- D. Warehouse Locations
- E. Inventory

**Answer: A,C,E**

Explanation:

Inventory is used to track product quantities in different locations such as warehouses or vans. Products Consumed are used to report when parts are used by technicians during service appointments and adjust inventory levels accordingly. Mobile Locations are used to track inventory in technicians' vans or trucks using geolocation data from their mobile devices. Warehouse Locations are used to track inventory in fixed locations such as warehouses or depots using address data from their records. Products Required are used to request products from inventory for a service appointment, but do not ensure that technicians report when parts are used.

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

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#### **NEW QUESTION # 149**

When completing a Work Order in the field, the Technician needs to capture two signatures to ensure compliance.

Which steps are needed to configure the signature capture?

- A. Create a Flow that adds two Signature Blocks when the Service Report is generated,
- B. Create two Service Reports and add one Signature Block to each Report.
- C. Create two custom fields for the Service Appointment and use Flows to capture each signature.
- D. **Create relevant Signature Types and add Signature Blocks to the Service Report Template.**

**Answer: D**

Explanation:

This option allows capturing multiple signatures on a service report by creating different signature types (such as customer approval or technician verification) and adding them to the service report template. References:

[https://help.salesforce.com/s/articleView?id=sf.fs\\_signature\\_types.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_signature_types.htm&type=5)

#### **NEW QUESTION # 150**

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