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### Salesforce Certified Field Service Consultant Sample Questions (Q133-Q138):

#### NEW QUESTION # 133

An extreme weather situation impacts both the volume of work and number of available resources at universal containers. Which approach should a consultant recommend to realign available resources with open work?

- A. Global optimization
- B. Customer first scheduling
- C. Emergency scheduling
- D. Resource Schedule optimization

**Answer: A**

Explanation:

Global optimization is a process that reschedules all service appointments within a specified time frame based on predefined criteria such as travel time or priority. It can be used when an extreme weather situation impacts both the volume of work and number of available resources at Universal Containers. Resource Schedule optimization is a process that reschedules service appointments assigned to a specific resource based on predefined criteria such as travel time or priority. It would not address the impact on other resources or unassigned service appointments. Emergency scheduling is a process that assigns emergency service appointments to available resources based on predefined criteria such as travel time or priority. It would not address the impact on existing service appointments or non-emergency service appointments. Customer first scheduling is a process that assigns service appointments based on customer preferences such as preferred time slots or preferred resources. It would not address the impact on resource availability or service level agreements. References: [https://help.salesforce.com/s/articleView?id=sf.fs\\_global\\_optimization\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_global_optimization_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_resource_schedule_optimization_overview.htm&type=5) [https://help.salesforce.com/s/articleView?id=sf.fs\\_emergency\\_scheduling\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_emergency_scheduling_overview.htm&type=5) [https://help.salesforce.com/s/articleView?id=sf.fs\\_customer\\_first\\_scheduling\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_customer_first_scheduling_overview.htm&type=5)

#### NEW QUESTION # 134

How should the Consultant recommend visualizing the highest revenue generating Service Appointments on the Gantt?

- A. Color code using Gantt Palettes.
- B. Use Map Report Layers.
- C. Create a Gantt Action to highlight.
- D. Add the relevant field to the Field Set.

**Answer: A**

Explanation:

Gantt Palettes allow the dispatcher to color code service appointments based on any field value, such as revenue or priority. References: [https://help.salesforce.com/s/articleView?id=sf.fs\\_gantt\\_palettes.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_gantt_palettes.htm&type=5)

#### NEW QUESTION # 135

universal containers wants to provide a view of emergency work that is only visible to dispatchers. What should the consultant do to

meet the requirement?

- A. Custom list view
- **B. Custom gantt filter**
- C. Custom lightning component
- D. Custom report in a private report folder

**Answer: B**

Explanation:

Custom gantt filters are filters that allow dispatchers to view service appointments based on specific criteria such as status, priority, or custom fields[67]. Creating a custom gantt filter would allow providing a view of emergency work that is only visible to dispatchers by setting up criteria such as status equals emergency and sharing the filter with dispatchers only[68]. Custom lightning component is a component that allows developers to create custom user interfaces using Lightning Web Components or Aura Components[69]. Creating a custom lightning component would require coding and would not leverage the existing gantt chart functionality. Custom report in a private report folder is a report that allows users to view data based on specific criteria such as objects, fields, filters, or charts[70]. Creating a custom report in a private report folder would not provide a view of emergency work on the gantt chart and would not allow dispatchers to schedule or reschedule service appointments. Custom list view is a list view that allows users to view records based on specific criteria such as filters, fields, or sorting[71]. Creating a custom list view would not provide a view of emergency work on the gantt chart and would not allow dispatchers to schedule or reschedule service appointments. References:

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### NEW QUESTION # 136

Universal Containers (UC) wants to deploy Knowledge to its field team.

How should UC ensure its Technicians can access Knowledge Articles offline?

- **A. Write a workflow that associates Articles to Work Orders based on a picklist on the work Order.**
- B. Create a custom mobile app that syncs articles based on Service Appointment assignments
- C. Use the Salesforce mobile app with deep linking to the Salesforce Field Service mobile app.
- D. Use Work Types to assign associated Articles to Work Orders.

**Answer: A**

Explanation:

Articles are records that contain information or instructions about products, services, or processes[168]. Work Orders are records that track customer requests for service such as repairs or maintenance[169]. Writing a workflow that associates Articles to Work Orders based on a picklist on the Work Order would allow Universal Containers to ensure its Technicians can access Knowledge Articles offline by creating a workflow rule that triggers when a picklist value on the work order is selected and adds the relevant articles to the work order related list[170]. Using Work Types to assign associated Articles to Work Orders would not work because Work Types are records that define the standard tasks and duration for a specific type of work and do not have a direct relationship with articles[171]. Using the Salesforce mobile app with deep linking to the Salesforce Field Service mobile app would not work because deep linking is a feature that allows launching one app from another app and does not affect offline access[172].

Creating a custom mobile app that syncs articles based on Service Appointment assignments would not work because it would require additional development and maintenance and would not leverage the existing Salesforce Field Service mobile app features[173].

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

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### NEW QUESTION # 137

Northern Trail Outfitters wants to improve overall responsiveness to customers.

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

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

**Answer: A**

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_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_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_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_resource_schedule_optimization_overview.htm&type=5) [https://help.salesforce.com/s/articleView?id=sf.fs\\_auto\\_dispatch\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_auto_dispatch_overview.htm&type=5)

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