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## Salesforce Certified Field Service Consultant Sample Questions (Q90-Q95):

### NEW QUESTION # 90

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 # 91

Universal Containers (UC) wants to ensure that Technicians enter required information only once when completing Work Orders on the Salesforce Field Service mobile app. The information entered by Technicians needs to also update the Service Appointment and the Case that are associated to the Work Order.

What should a Consultant leverage to ensure the right data is captured from the Salesforce Field Service mobile app?

- **A. oO Quick Action on the Work Order that launches a Flow to update the Work Order, Case, and Service Appointment.**
- B. Quick Actions that launch a Flow on Cases, WorkOrders and Service Appointments with required fields.
- C. Process Builder on Case to update the Service Appointment and Work Order.
- D. Lightning Component with required fields to update the Case, Work Order and Service Appointment.

**Answer: A**

Explanation:

This option allows capturing the required information on the work order and updating the related case and service appointment records using a flow. References:[https://help.salesforce.com/s/articleView?id=sf.fs\\_mobile\\_quick\\_actions.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_mobile_quick_actions.htm&type=5)

### NEW QUESTION # 92

An employee at Universal Containers performs the role of a dispatcher and a technician. How should a consultant configure the field service lightning to support this behavior?

- A. Create two skills records and assign them to service resources record
- **B. Create one service resource and assign the relevant permission set license**
- C. Create two service resources and assign them to the employee
- D. Create one service resource and assign the technician and dispatcher role

**Answer: B**

Explanation:

Service Resources are records that represent the people or equipment that perform field service tasks[53]. Permission Set Licenses are licenses that grant users access to specific features such as Field Service Dispatcher Console or Field Service Mobile App[54]. Creating one service resource and assigning the relevant permission set license would allow an employee at Universal Containers to perform both dispatcher and technician roles using one record and one license. Creating two skills records and assigning them to service resources record would not affect their roles or access to features. Skills are records that define specific abilities or qualifications that service resources have[55]. Creating two service resources and assigning them to the employee would create duplicate records and require two licenses for one employee. Creating one service resource and assigning the technician and dispatcher role would not work because roles are not fields on the service resource object. References: [https://help.salesforce.com/s/articleView?id=sf.fs\\_service\\_resources\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_service_resources_overview.htm&type=5) [https://help.salesforce.com/s/articleView?id=sf.fs\\_permission\\_set\\_licenses\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_permission_set_licenses_overview.htm&type=5) [https://help.salesforce.com/s/articleView?id=sf.fs\\_skills\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_skills_overview.htm&type=5)

### NEW QUESTION # 93

An agent has to create a Work Order for a complex installation. A Work Order Line Item is created for each required component so it can be tracked and priced separately. However, a few of the components are only on the company's Preferred Price Book while the others are on the U.S. Price Book.

Which solution should a Consultant recommend so the agent can meet this requirement?

- A. Create one Work Order and add Work Order Line Items based on the Price Book selected on the Work Type.
- B. Create one Work Order for each Price Book and use Work Types to assign the Price Book to each Work Order Line Item.
- **C. Create one Work Order and override the price on Work Order Line Items for products on the Preferred Price Book.**
- D. Create one Work Order for each Price Book and add Work Order Line Items to the appropriate Work Order based on its Price Book.

**Answer: C**

Explanation:

A Work Order can have only one Price Book associated with it, which is determined by the Price Book selected on the Work Type. To use products from different Price Books on the same Work Order, the price on Work Order Line Items for products on other Price Books can be overridden manually or by using automation tools such as Process Builder or Apex triggers. Creating one Work Order for each Price Book or using Work Types to assign Price Books to each Work Order Line Item would not allow using products from different Price Books on the same Work Order. References: [https://help.salesforce.com/s/articleView?id=sf.fs\\_work\\_orders.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_work_orders.htm&type=5) [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) [https://help.salesforce.com/s/articleView?id=sf.fs\\_work\\_order\\_line\\_items.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_work_order_line_items.htm&type=5)

#### NEW QUESTION # 94

The Dispatcher at Universal Containers wants to schedule Service Appointments from the Dispatch Console while taking the Scheduling Policy into consideration.

Which three options are available to the Dispatcher? Choose 3 answers

- A. Select a Service Appointment from the list, use the "Edit" action and allocate the Resource.
- **B. Select a Service Appointment from the list, use the "Candidates" action, and select the best time slot.**
- **C. Select a Service Appointment from the list and use the "Schedule" action.**
- D. Select a Service Appointment from the list, use the "Change Status" action and "Dispatch."
- **E. Select multiple Service Appointments from the list and bulk schedule them.**

**Answer: B,C,E**

Explanation:

These three options are available to the dispatcher to schedule service appointments from the dispatch console while taking the scheduling policy into consideration. References: [https://help.salesforce.com/s/articleView?id=sf.fs\\_dispatch\\_console\\_schedule\\_appointments.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_dispatch_console_schedule_appointments.htm&type=5)

#### NEW QUESTION # 95

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