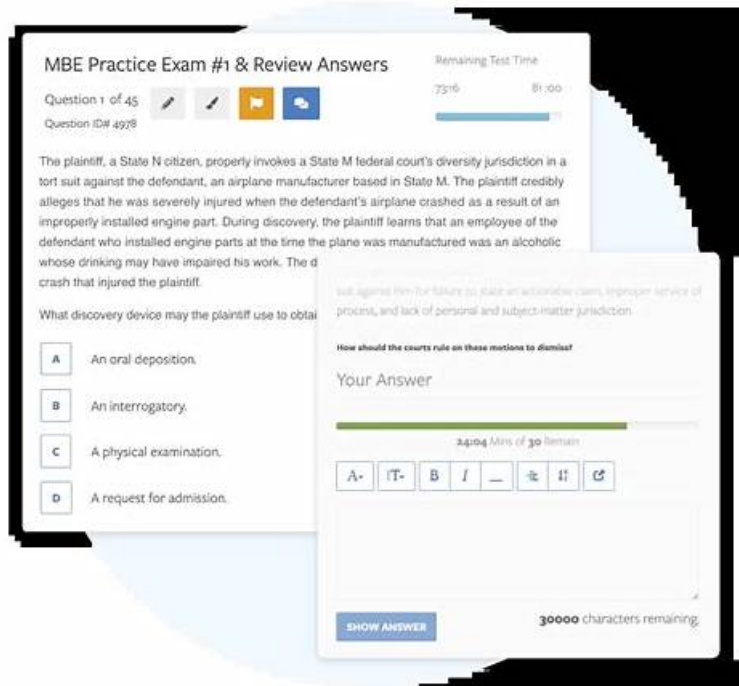


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Salesforce Certified Field Service Consultant Sample Questions (Q32-Q37):

NEW QUESTION # 32

Universal Containers plans to implement Crew Management to better support its clients. Which area does the Consultant need to consider as part of the recommendation?

- A. Capacity-based scheduling is supported for Service Crews.
- B. Salesforce Field Service considers the Recommended Crew Size when assigning appointments.
- C. A serviceresource can only be a member of a single Crew.
- D. The Preferred Resource service objective is ignored for active Crew Members.

Answer: A

Explanation:

Capacity-based scheduling is a feature that allows the system to schedule service appointments based on the capacity of the resources. This feature is supported for service crews, which are groups of resources that work together on service appointments. References: https://help.salesforce.com/s/articleView?id=sf.fsl_capacity_based_scheduling.htm&type=5

NEW QUESTION # 33

Universal Containers performs multi-staged jobs, where the second job can only begin after completion of the first job. How should a consultant recommend implementing this process?

- A. Create one Service Appointment and schedule it to two different Resources.
- B. Create one Service Appointment with the total duration of the two jobs and assign two Resources.
- C. Create two Service Appointments, set the Related Service Appointment and Time Dependency.
- D. Create two Service Appointments and schedule them to the same Resource.

Answer: C

Explanation:

To perform multi-staged jobs, where the second job can only begin after completion of the first job, two service appointments can be created and linked by setting the Related Service Appointment field on the second service appointment to point to the first one, and setting the Time Dependency field to After Previous.

Creating one service appointment with the total duration of the two jobs and assigning two resources would not ensure that the second job starts after the first one. Creating two service appointments and scheduling them to the same resource or creating one service appointment and scheduling it to two different resources would not create a dependency between the jobs. References:

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

NEW QUESTION # 34

Universal Containers plans to deploy field service lightning to 100 external contractors. There are 75 contractors who need access to work Orders assets mobile app, and chatter. the remaining 25 contractors are paid a commission on sales of containers and need to schedule resources.

Which license types and quantities should the consultant recommend?

- A. 25 contractors 100 contractors
- B. 100 contractors 100 contractors
- C. 25 contractors 75 contractors 25 contractors

Answer: C

Explanation:

Contractors are external users who can access Field Service features such as work orders, service appointments, assets, products consumed, etc... There are two types of contractor licenses available:

Contractor (Full Access) and Contractor (Limited Access). Contractor (Full Access) licenses allow users to access all Field Service features except scheduling optimization. Contractor (Limited Access) licenses allow users to access only work orders assigned to them or their crew members via mobile app or web browser[22].

Universal Containers should deploy 25 Contractor (Full Access) licenses to contractors who need to schedule resources and 75 Contractor (Limited Access) licenses to contractors who need access to work orders, assets, mobile app, and chatter. References:

https://help.salesforce.com/s/articleView?id=sf.field_service_contractors_overview.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.field_service_contractors_license_types.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.field_service_contractors_full_access_license_features.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.field_service_contractors_limited_access_license_features.htm&type=5

NEW QUESTION # 35

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

Answer: B

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

NEW QUESTION # 36

Universal Containers's Technicians have 12 mandatory company holidays each calendar year. Technicians need to view all of their absence records at once. Which two applications should a Consultant recommend to meet this requirement? Choose 2 answers

- A. Custom mobile application
- **B. Salesforce Field Service mobile application**
- **C. Salesforce browser-based application**
- D. Salesforce mobile application

Answer: B,C

Explanation:

These two applications allow viewing all of the absence records at once, as they support displaying related lists on objects such as service resources or service territories. References: https://help.salesforce.com/s/articleView?id=sf.fs_absences_overview.htm&type=5

NEW QUESTION # 37

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