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Salesforce Certified Field Service Consultant Sample Questions (Q81-Q86):

NEW QUESTION # 81

Northern Trail Outfitters (NTO) wants to use crews to service its customers. NTO's consultant recommends using the Crew Management tool to create and maintain the crews, and indicates that access to the tool is given via a permission set. Which two permission sets should give a user access to the Crew Management tool? Choose 2 answers

- A. FSL Agent Permissions
- B. FSL Admin Permissions
- C. FSL Resource Permissions
- **D. FSL Dispatcher Permissions**

Answer: D

Explanation:

These two permission sets give access to the Crew Management tool, which allows creating and managing crews and crew members. References: https://help.salesforce.com/s/articleView?id=sf.fs_crews_overview.htm&type=5

NEW QUESTION # 82

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

Answer: A

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: https://help.salesforce.com/s/articleView?id=sf.fs_gantt_filters.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.fs_gantt_filters_create.htm&type=5 <https://developer.salesforce.com/docs/component-library/documentation/en/lwc> https://help.salesforce.com/s/articleView?id=sf.reports_builder_overview.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.customize_listviews.htm&type=5

NEW QUESTION # 83

in which two scenarios should a consultant recommend multi day service appointment? Choose 2 answers

- **A. Jobs can take longer than the available resources hours in a day.**
- **B. jobs require consecutive days of work and can span over weekends.**
- C. jobs need to be performed at the same site on the same day of the week.
- D. jobs require multiple stages of work performed by different resources.

Answer: A,B

Explanation:

Multi-day service appointments are used when jobs can take longer than the available resources hours in a day or require consecutive days of work and can span over weekends. Jobs that need to be performed at the same site on the same day of the

week or require multiple stages of work performed by different resources can be handled by single-day service appointments with appropriate scheduling policies and optimization rules.

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

NEW QUESTION # 84

Universal Containers is implementing Work Order Management to better support its clients.

Which two approaches should the Consultant consider to create workskills for the Service Resources?

Choose TWO answers

- **A. Create the work skills using Setup. Manually as Resources.**
- B. Create the work skills using the FSL Lightning Web Component. Assign the skills to Service Resources. Add the skill to Work Types and Work Orders.
- **C. Create the work skills using the Guided Setup wizard. Assign the skills to Service Resources using Guided Setup.**
- D. Create the work skills using the FSL Lightning Managed Package wizard. Assign the skills to Service Resources. Add the skill to Work Types and Work Orders.

Answer: A,C

NEW QUESTION # 85

Which Work Rule should a Salesforce Field Service Consultant use to assign Service Resources based on related object records?

- A. Resource Availability
- **B. Match Field**
- C. Extended Match
- D. Required Resource

Answer: B

Explanation:

This work rule should be used to assign service resources based on related object records, such as accounts or assets, by matching field values between objects. References: https://help.salesforce.com/s/articleView?id=sf.fs_work_rules_match_field.htm&type=5

NEW QUESTION # 86

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