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Salesforce Certified Field Service Consultant Sample Questions (Q40-Q45):

NEW QUESTION # 40

the dispatcher at universal containers wants wants to schedule service appointment from the dispatch console while taking the scheduling policy into consideration Which three options are available to dispatchers?

- A. Select a service appointment from the list, use the "candidates" action, and select the best time slot
- B. Select the service appointment from the list, user the "change status" action and

"dispatch"

- C. Select the service appointment from the list and the "schedule" action
- D. Select multiple service appointment from the list and bulk schedule them
- E. Select a service appointment from the list, use the "edit" action and allocate the Resources

Answer: A,C,D

NEW QUESTION # 41

Universal Containers wants to limit their Technicians' view of Work Orders and Service Appointments in the Salesforce Field Service mobile app.

What should a Consultant recommend to control their Technicians' view?

- A. Visualforce Pages
- B. Mini-Page Layouts
- C. Field Sets
- D. Page Layouts

Answer: C

Explanation:

Field Sets allow controlling which fields are displayed on the Work Order and Service Appointment cards in the Salesforce Field Service mobile app. References: https://help.salesforce.com/s/articleView?id=sf_fs_mobile_fields.htm&type=5

NEW QUESTION # 42

Universal Containers performs service on field assets that require a sequence of work tasks. A Consultant has recommended Work Order Line Items to manage the tasks and assets/parts necessary to manage the work. Which two of the following must be considered as part of this solution to ensure Work Orders are properly completed? Choose 2 answers

- A. Use of Standard Reports to view Parent and Root Work Order Lines Items within Work Orders by Customer.
- B. Use of a parent-child Work Order Line Item to create a Work Order Line Item hierarchy.
- C. Use of Work Order Line Items that automatically inherit the hierarchy of Assets attached to Work Order.
- D. Use of Work Order Line Items to link to a specific Asset within the Asset Hierarchy that represents the BoM.

Answer: A,B

NEW QUESTION # 43

Universal Container wants its technician to follow a standard operating procedure (SOP) while performing maintenance on an individual asset. Each operation should be captured independently to allow technician to enter note and update status they progress with the work preventative maintenance should be with a single visit. Which data model should the consultant recommend to the universal container?

- A. Work order to represent the preventative maintenance on the asset - service appointment to represent the different operations - work order line item to represent the visit
- B. Work order line item represent the preventative Maintenance on the asset - work order represent the different operations - service appointment to represent visit
- C. Service appointment to represent the preventative maintenance on the asset - work order line item to represent the different operations - work order to represent the visit
- D. Work order to represent the preventative maintenance on the asset - work order line item to represent the different operations - service appointment to represent the visit

Answer: D

Explanation:

Work Orders are records that track customer requests for service such as repairs or maintenance[87]. Work Order Line Items are records that track specific tasks or products related to a work order[88]. Service Appointments are records that track the date, time, duration, and assigned resource for a work order or work order line item[89]. Using this data model would allow Universal Containers' technicians to follow a standard operating procedure while performing maintenance on an individual asset by creating

different work order line items for different operations and capturing notes and status updates for each line item. It would also allow scheduling and dispatching one service appointment for one visit. Service appointment to represent preventative maintenance on the asset - work order line item to represent the different operations - work order to represent the visit would not work because service appointments cannot be related directly to assets. Work order line item represent preventative maintenance on the asset - work order represent the different operations- service appointment to represent visit would not work because work order line items cannot be related directly to assets. 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_order_line_items.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.fs_service_appointments.htm&type=5

NEW QUESTION # 44

Universal Containers (UC) schedules jobs that require multiple steps when on-site. UC wants to add a new status to the existing status flow.

Which two configurations should the Consultant set up to meet this requirement?

Choose ? answers

- A. Add new Status to the Case.
- B. Add the Status Transitions to the Technicians' Profile.
- C. Add new status to Status Transitions.
- D. Add new Status to the Service Appointment.

Answer: C,D

Explanation:

These two configurations allow adding a new status to the existing status flow for Service Appointments, and defining which statuses can transition to or from the new status. References: https://help.salesforce.com/s/articleView?id=sf.fs_status_transitions.htm&type=5

NEW QUESTION # 45

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