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Salesforce Certified Field Service Consultant Sample Questions (Q92-Q97):

NEW QUESTION # 92

Service Appointments in a "Cannot Complete" status may indicate that an additional part or expert assistance is needed to complete

the work. Universal Containers defined that Service Appointments in a "Cannot Complete" status are unable to be rescheduled or unscheduled for history tracking purposes.

Which two items should the Consultant recommend to meet the requirement?

Choose 2 answers

- A. Define "Cannot Complete" as a Pinned Status for Scheduling and Optimization Services
- B. Ensure that Status Transitions are configured to prevent the update from "Cannot Complete" to "Scheduled"
- C. Define "Cannot Complete" as a Pinned Status for Auto-Dispatch Services
- D. Ensure that Status Transitions are configured to allow the status update from "CannotComplete" to "Scheduled."

Answer: A,B

Explanation:

Status Transitions are settings that define which status updates are allowed or restricted for service appointments[205]. Pinned Statuses are settings that prevent service appointments from being rescheduled or unscheduled by scheduling or optimization services[206]. Ensuring that Status Transitions are configured to prevent the update from "Cannot Complete" to "Scheduled" and defining "Cannot Complete" as a Pinned Status for Scheduling and Optimization Services would allow Universal Containers to ensure that Service Appointments in a "Cannot Complete" status are unable to be rescheduled or unscheduled for history tracking purposes by restricting the status change from "Cannot Complete" to "Scheduled" and preventing scheduling or optimization services from moving or removing service appointments with the "Cannot Complete" status

[207]. Defining "Cannot Complete" as a Pinned Status for Auto-Dispatch Services would not affect whether Service Appointments in a "Cannot Complete" status are able to be rescheduled or unscheduled. Auto-Dispatch Services are settings that automatically assign service appointments to resources based on predefined criteria[208]. Ensuring that Status Transitions are configured to allow the status update from

"Cannot Complete" to "Scheduled" would not ensure that Service Appointments in a "Cannot Complete" status are unable to be rescheduled or unscheduled. It would enable the status change from "Cannot Complete" to "Scheduled". References:

<https://help.salesforce.com/s/articleView?id=sf.>

[fs_status_transitions_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_status_transitions_overview.htm&type=5) <https://help.salesforce.com/s/articleView?id=sf.>

[fs_pinned_statuses_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_pinned_statuses_overview.htm&type=5) <https://help.salesforce.com/s/articleView?id=sf.>

[fs_status_transitions_create_edit_delete.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_status_transitions_create_edit_delete.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)

NEW QUESTION # 93

Universal Containers wants to report on the volume of products installed within a specific timeframe.

Which solution should the consultant utilize to meet the requirement?

- A. A custom installation date field on products consumed
- B. A work order related list on asset
- C. The standard installation date field on asset
- D. Field history tracking on asset

Answer: A

Explanation:

Products consumed are records that track the products used during a service appointment[32]. A custom installation date field on products consumed would allow reporting on the volume of products installed within a specific timeframe by filtering on the installation date field values[33]. A work order related list on asset would show the work orders associated with an asset, but not the products installed. Field history tracking on asset would track field changes on an asset, but not the products installed. The standard installation date field on asset would show when an asset was installed, but not the products installed. References:

<https://help.>

[salesforce.com/s/articleView?id=sf.fs_products_consumed.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_products_consumed.htm&type=5) https://help.salesforce.com/s/articleView?id=sf.reports_filter_date_fields.htm&type=5

NEW QUESTION # 94

Technicians often need to generate a report in the customer's language.

Which configuration should the Consultant recommend to meet the requirement?

- A. Add the Language field to the Contact Page Layout.

- B. Update the Language of the current User.
- **C. Add the Service Report Language field to the Work Order Page Layout.**
- D. Update the Default Language of the Organization.

Answer: C

Explanation:

This option allows generating a report in the customer's language by selecting the language from a picklist field on the work order record. References:https://help.salesforce.com/s/articleView?id=sf.fs_service_reports_language.htm&type=5

NEW QUESTION # 95

A service technician at Ursa Major Solar handles yearly maintenance checks. The job usually lasts 2 to 3 hours. Due to the lack of customer availability, many appointments are cancelled or need to be rescheduled at the last minute.

Which two features would be most helpful in aiding the dispatcher with updated schedules for technicians?

Choose 2 answers

- A. Resource Schedule Optimization
- **B. In-day Optimization**
- C. Group Nearby
- **D. Reshuffle**

Answer: B,D

Explanation:

Reshuffle allows the dispatcher to automatically reschedule service appointments for a specific date range based on the current schedule and optimization rules¹. In-day Optimization allows the dispatcher to optimize the schedule for a specific resource or territory based on real-time events such as cancellations or delays².

References: 1 https://help.salesforce.com/s/articleView?id=sf.fs_reshuffle.htm&type=5 2 https://help.salesforce.com/s/articleView?id=sf.fs_in_day_optimization.htm&type=5

NEW QUESTION # 96

At Universal Containers, the Service Territory member's time zone is one hour behind the Service Territory time zone.

How should the Consultant ensure proper scheduling and optimization for the member?

- **A. Add one hour to the start and end times on the Service Territory Member's Operating Hours.**
- B. Subtract one hour from the start and end times on the Service Territory.
- C. Add one hour to the start and end times on the Service Territory.
- D. Change the time zone on the Service Territory Member's user record to match the Service Territory's time zone.

Answer: A

Explanation:

This option ensures that the service territory member's operating hours are aligned with the service territory's time zone, and avoids scheduling conflicts or gaps. References:https://help.salesforce.com/s/articleView?id=sf.fs_operating_hours.htm&type=5

NEW QUESTION # 97

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