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

NEW QUESTION # 90

Which three objects are associated to the Work Type? Choose 3 answers

- A. Products Required
- B. Skill Requirements
- C. Service Appointments
- D. Articles
- E. Resources

Answer: A,B,C

Explanation:

These three objects are associated to the work type, as they define the skills, products, and service appointments that are related to the type of work performed. References:https://help.salesforce.com/s/articleView?id=sf.fs_work_types.htm&type=5

NEW QUESTION # 91

Northern Trail Outfitters wants to report on its Assets and reflect their attributes including hierarchical relationships. How should the Consultant meet this requirement?

- A. Enable and customize the View Asset Hierarchy action.
- B. Use the Assets without Products report.
- C. Create custom reports and reference the Parent Asset and Root Asset fields.
- D. Use standard reports and reference the Parent Asset and Root Asset fields.

Answer: D

Explanation:

This option allows reporting on assets and their attributes, including hierarchical relationships, by using the standard asset reports and fields. References:https://help.salesforce.com/s/articleView?id=sf.fs_asset_hierarchy.htm&type=5

NEW QUESTION # 92

The field service administrator at Ursa Major Solar updates the skills required on the most common work types to adapt to the increasing complexity of jobs. This change has led to many service appointments to be in violation. There is a global optimization job set up to run nightly that has been working correctly up until this point. The administrator needs to understand why the jobs are still scheduled to resources that lack the appropriate skill level.

What are two reasons appointments remain in violation and are not reassigned?

Choose 2 answers

- A. There are no service resources available with the required skill levels.
- B. The territory of the resources was not included in the global optimization request.
- C. The optimizer uses a scheduling policy different from what is used on the dispatch console.
- D. Global optimization doesn't reschedule appointments that have rule violations.

Answer: A,D

Explanation:

Global optimization is a process that reschedules all service appointments within a specified time frame based on predefined criteria such as travel time or priority[82]. Global optimization doesn't reschedule appointments that have rule violations because it assumes that those appointments are manually scheduled by dispatchers for valid reasons[83]. There are no service resources available with the required skill levels because updating the skills required on the most common work types has increased the complexity of jobs and reduced the pool of qualified resources[84]. The optimizer uses a scheduling policy different from what is used on the dispatch console would not explain why the jobs are still scheduled to resources that lack the appropriate skill level.

Scheduling policies are records that define the optimization criteria for scheduling service appointments such as minimizing travel time or maximizing resource utilization[85]. The territory of the resources was not included in the global optimization request would not explain why the jobs are still scheduled to resources that lack the appropriate skill level. Global optimization requests are records that specify which service territories and time frames should be optimized[86]. References: https://help.salesforce.com/s/articleView?id=sf.fs_global_optimization_overview.htm&type=5

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

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NEW QUESTION # 93

The CFO for Universal Containers wants Work Orders to remain open until the Customer Service Report is signed. Which two configurations should a Consultant implement to prevent Work Orders from being closed? Choose 2 answers

- A. Custom Validation Rule on Work Orders
- B. Custom Work Order Status
- C. Custom Work Order Escalation Rules
- D. Custom Approval Process on Work Orders

Answer: A,D

Explanation:

A custom approval process on work orders is used to define the steps and criteria for approving a work order before it can be closed. A custom validation rule on work orders is used to check the data entered on a work order and prevent it from being saved if it does not meet the specified conditions. By using these configurations, the system can prevent work orders from being closed until the customer service report is signed.

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

NEW QUESTION # 94

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

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

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.fsl_service_resources_overview.htm&type=5

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

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

NEW QUESTION # 95

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