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Salesforce Certified Field Service Consultant Sample Questions (Q49-Q54):

NEW QUESTION # 49

An extreme weather situation impacted both the volume of open work and the number of available resources at Universal Containers.

Which approach should a Consultant recommend to realign available resources with open work?

- A. Emergency scheduling

- B. Resource Schedule Optimization
- **C. Global optimization**
- D. Customer First scheduling

Answer: C

Explanation:

Global optimization is a feature that allows rescheduling multiple service appointments at once based on predefined criteria such as emergency priority, travel time, or skills[194]. Global optimization would allow Universal Containers to realign available resources with open work by running an optimization job that prioritizes emergency work and assigns it to the best available resources[195]. Resource Schedule Optimization is a feature that allows scheduling service appointments for individual resources based on their availability and preferences[196]. Resource Schedule Optimization would not allow Universal Containers to realign available resources with open work because it does not consider multiple resources or service appointments at once. Emergency scheduling is a feature that allows creating and assigning emergency service appointments to the best available resources[197]. Emergency scheduling would not allow Universal Containers to realign available resources with open work because it does not reschedule existing service appointments. Customer First scheduling is a feature that allows prioritizing customer preferences and satisfaction when scheduling service appointments[198]. Customer First scheduling would not allow Universal Containers to realign available resources with open work because it does not prioritize emergency work or reschedule existing service appointments. References: https://help.salesforce.com/s/articleView?id=sf.fs_optimization_overview.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.fs_optimization_global_overview.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.fs_resource_schedule_optimization_overview.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.fs_scheduling_emergency_overview.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.fs_scheduling_customer_first_overview.htm&type=5

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

NEW QUESTION # 50

Universal Containers (UC) wants to schedule Work Orders only if Technicians have the necessary qualifications to complete the designated work.

In which two ways can UC achieve this?

Choose 2 answers

- **A. Leverage the Match Skills Work Rule when scheduling appointments.**
- **B. Create Skills that relate to qualifications from the Skills tab and assign them to a Service Resource.**
- C. Create Skills that relate to qualifications from Setup and assign them to a Service Resource.
- D. Leverage the Match Skills Scheduling Policy when scheduling appointments.

Answer: A,B

Explanation:

These two options allow creating skills that represent qualifications and assigning them to service resources and work orders, and using a work rule to match skills when scheduling appointments. References: https://help.salesforce.com/s/articleView?id=sf.fs_skills.htm&type=5

NEW QUESTION # 51

Universal Containers wants to increase customer satisfaction by committing preferred resources to accounts and providing prompt service.

Which two default Scheduling Policies meet this requirement?

Choose 2 answers

- A. EmergencyPolicy
- B. High Intensity
- **C. Customer First**
- **D. Soft Boundaries**

Answer: C,D

Explanation:

Soft Boundaries and Customer First are two default scheduling policies that meet the requirement of committing preferred resources to accounts and providing prompt service. Soft Boundaries prioritize resources that are assigned to the same account or service

territory as the service appointment. Customer First prioritize resources that have the highest customer satisfaction rating.
References: https://help.salesforce.com/s/articleView?id=sf.fsl_scheduling_policies.htm&type=5

NEW QUESTION # 52

Universal Containers (UC) has 140 service resources who handle 2,400 service appointments per day.
How should UC define Service Territories to ensure a high quality of optimization and dispatcher experience?

- A. Five Service Territories with fewer than 500 Service Appointments per day
- B. Three Service Territories with fewer than 50 resources
- C. Two Service Territories that split the Service Resources evenly
- D. One Service Territory with four Polygons

Answer: A

Explanation:

Service Territories are used to group resources and service appointments based on geographic areas or other criteria. The recommended limit for service appointments per territory per day is 500 for optimal performance and user experience. References: https://help.salesforce.com/s/articleView?id=sf.fs_territories.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.fs_limits.htm&type=5

NEW QUESTION # 53

Org-Wide Default sharing is set to Private in a Salesforce org.

If the FieldService Lightning User Territory feature is enabled, which three objects will be visible to users who are part of the User Territory?

Choose 3 answers

- A. Work Types
- B. Accounts
- C. Work Orders
- D. Service Resources
- E. Resource Absences

Answer: C,D,E

Explanation:

Service Resources are records that represent the people or equipment that perform field service tasks[143].

Work Orders are records that track customer requests for service such as repairs or maintenance[144].

Resource Absences are records that mark resources as unavailable for work for specific time periods due to sickness, vacation, or other reasons[145]. If the Field Service Lightning User Territory feature is enabled, these three objects will be visible to users who are part of the User Territory by default[146]. Accounts are records that represent companies or individuals involved in business with an organization[147]. Work Types are records that define the standard tasks and duration for a specific type of work[148].

These two objects will not be visible to users who are part of the User Territory by default unless sharing rules are configured[149].

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

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NEW QUESTION # 54

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