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## Salesforce Certified Field Service Consultant Sample Questions (Q133-Q138):

### NEW QUESTION # 133

Universal Containers performs maintenance and repairs on Assets in the field and wants to increase first-time fix rates. What should a Consultant include when creating a Work Order?

- A. Products Required and Skill Requirements
- B. Products Required and Estimated Duration
- C. Estimated Duration and Service Level Agreement
- D. Skill Requirements and Products Consumed

**Answer: A**

Explanation:

Products required and skill requirements are two fields that should be included when creating a work order to increase first-time fix rates. Products required are used to specify the products that are needed for the work order, and skill requirements are used to specify the level of expertise that is needed for the work order. By including these fields, the system can ensure that the technician has the right parts and skills to complete the work order.

References: [https://help.salesforce.com/s/articleView?id=sf.fsl\\_work\\_orders.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fsl_work_orders.htm&type=5)

### NEW QUESTION # 134

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. Ensure that Status Transitions are configured to allow the status update from "Cannot Complete" to "Scheduled."
- **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. Define "Cannot Complete" as a Pinned Status for Scheduling and Optimization Services**

**Answer: B,D**

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.fsl\\_status\\_transitions\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fsl_status_transitions_overview.htm&type=5)

[https://help.salesforce.com/s/articleView?id=sf.fsl\\_pinned\\_statuses\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fsl_pinned_statuses_overview.htm&type=5)

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[https://help.salesforce.com/s/articleView?id=sf.fsl\\_auto\\_dispatch\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fsl_auto_dispatch_overview.htm&type=5)

### NEW QUESTION # 135

Universal Containers requires trained inspectors to make 3 site visits per year to inspect the container customers' sites. These visits must be scheduled within 14 days of inspection due date.

What are two ways a Consultant can configure maintenance plans to meet the requirements?

Choose 2 answers

- **A. Auto generate work order with 14-day generation time frame**
- B. Associate a required skill call site visits to maintain plans
- **C. Auto generate work order with a 14 days generation horizon**
- D. Associate work type called site to maintenance plan

**Answer: A,C**

Explanation:

A generation horizon is the number of days before the maintenance plan start date that work orders are generated. A generation time frame is the number of days before the maintenance plan end date that work orders are generated. To ensure that work orders are generated within 14 days of inspection due date, both the generation horizon and the generation time frame should be set to 14 days. Associating a work type called site or a required skill called site visits to maintenance plans would not affect the timing of work order

generation, but would affect the scheduling and assignment of service appointments. References: [https://help.salesforce.com/s/articleView?id=sf.fs\\_maintenance\\_plans.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_maintenance_plans.htm&type=5) [https://help.salesforce.com/s/articleView?id=sf.fs\\_work\\_types.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_work_types.htm&type=5) [https://help.salesforce.com/s/articleView?id=sf.fs\\_skills.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_skills.htm&type=5)

### NEW QUESTION # 136

To prepare for an upgrade, a mobile technician creates a product request for three circuit boards to be sent from the main warehouse to the customer site. The completed job needs two of the boards. Which two Field Service tools should the technician use to return the unused circuit board to the warehouse? Choose TWO answers

- A. Product Receipt
- B. Return Order
- C. Work Order
- D. Product Transfer

**Answer: A,B**

Explanation:

The technician would use a Return Order to create a return for the unused circuitboard. The Return Order would specify the quantity of the product being returned, the reason for the return, and the shipping address.

The technician would then use a Product Receipt to record the receipt of the returned product. The Product Receipt would specify the quantity of the product received, the condition of the product, and the location of the product.

The other two options are incorrect because they are not used to return products. A Work Order is used to track the work that needs to be done on a product or service. A Product Transfer is used to move products from one location to another.

### NEW QUESTION # 137

Universal Containers wants to dispatch groups of Service Appointments to their Technicians. The number of Service Appointments dispatched at a time varies among different Service Territories.

Which two settings should a Consultant enable to ensure Service Appointments are dispatched correctly?

Choose 2 answers

- A. Set the Number of Services to Drip Feed on the Service Territory.
- B. Enable Sharing of Dispatched Service Appointments.
- C. Enable Drip Feed Dispatching in Field Service Settings.
- D. Set the Service Appointment to Dispatch in Field Service Settings.

**Answer: A,C**

Explanation:

Drip Feed Dispatching is a feature that allows dispatching groups of service appointments to technicians at regular intervals instead of all at once[56]. Enabling Drip Feed Dispatching in Field Service Settings allows turning on this feature for all service territories[57]. Setting the Number of Services to Drip Feed on the Service Territory allows specifying how many service appointments should be dispatched at a time for each service territory[58]. Setting the Service Appointment to Dispatch in Field Service Settings would not affect how many service appointments are dispatched at a time. Enabling Sharing of Dispatched Service Appointments would not affect how many service appointments are dispatched at a time. References:

[https://help.salesforce.com/s/articleView?id=sf.fs\\_drip\\_feed\\_dispatching\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_drip_feed_dispatching_overview.htm&type=5) [https://help.salesforce.com/s/articleView?id=sf.fs\\_drip\\_feed\\_dispatching\\_enable.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_drip_feed_dispatching_enable.htm&type=5) [https://help.salesforce.com/s/articleView?id=sf.fs\\_drip\\_feed\\_dispatching\\_configure.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_drip_feed_dispatching_configure.htm&type=5)

### NEW QUESTION # 138

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