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Salesforce Certified Field Service Consultant Sample Questions (Q76-Q81):

NEW QUESTION # 76

Universal Containers wants to reduce its mean-time-to-service.

Which three Field Service processes should a Consultant recommend to accomplish this goal? Choose 3 answers

- A. Knowledge Base
- B. Customer Entitlements

- C. Dispatching
- D. Scheduling
- E. Adjust Scheduling Policy

Answer: A,C,D

Explanation:

Scheduling, dispatching, and knowledge base are three field service processes that can help reduce the mean- time-to-service.

Scheduling is the process of assigning service appointments to resources based on their availability, skills, and location. Dispatching is the process of sending service appointments to resources and tracking their status and location. Knowledge base is a repository of articles that provide information and solutions for common issues and questions.

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

NEW QUESTION # 77

Universal Containers wants to identify which resources need more or fewer appointments.

Which Gantt chart filter option should a Consultant recommend to provide this information?

- A. Select Travel Time and Breaks as skills on the Skills Tab.
- B. Select Sort by Average Utilization on the Resources Tab.
- C. Select Hours, Absences and Overtime on the Utilization Tab.
- D. Select Date Resolution on the Hours Tab.

Answer: B

Explanation:

Sort by Average Utilization is an option on the Resources Tab of the Gantt chart that allows sorting resources by their average utilization percentage[239]. Utilization is a metric that measures how much time a resource spends on service appointments compared to their total working hours[240]. Selecting Sort by Average Utilization on the Resources Tab would allow Universal Containers to identify which resources need more or fewer appointments by showing them how busy each resource is based on their utilization percentage[241].

Selecting Date Resolution on the Hours Tab would not allow Universal Containers to identify which resources need more or fewer appointments. Date Resolution is an option on the Hours Tab of the Gantt chart that allows changing how many hours are shown per column such as 1 hour, 2 hours, or 4 hours[242].

Selecting Travel Time and Breaks as skills on the Skills Tab would not allow Universal Containers to identify which resources need more or fewer appointments. Skills are records that define specific abilities or qualifications that resources have[243]. Travel Time and Breaks are not skills but fields on the Resource object that define how much time a resource spends traveling between service appointments and how much time they take for breaks[244]. Selecting Hours, Absences and Overtime on

NEW QUESTION # 78

Universal Containers wants their Technicians to create an additional visit to complete unfinished work within the Salesforce Field Service mobile application.

Which approach should a Consultant recommend to meet the requirement?

- A. Define a Visualforce page that creates a new Service Appointment record.
- B. Define a Quick Action that creates a new Service Appointment record.
- C. Define a Quick Action that creates a new Work Order record.
- D. Define a Visualforce page that creates a new Work Order record.

Answer: C

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 prioritizes 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 # 79

Universal Containers wants to track the work that is performed on the customer's install base. Which object relationship should the Consultant utilize to meet this requirement?

- A. Products to Accounts
- B. Assets to Products
- C. Work Orders to Products
- **D. Work Orders to Assets**

Answer: D

Explanation:

Assets are used to track the customer's install base, such as products or equipment that require service. Work orders are used to track the work that needs to be done on assets. By relating work orders to assets, the system can track the work history and status of each asset.

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

NEW QUESTION # 80

AW Computing uses a private record access model in the sales, support, and field service organizations.

How should the system administrator ensure that the technicians have the appropriate access to the service appointments dispatched to them?

- A. Create a process to change the owner of the service appointment to the assigned technician.
- B. Create a user territory for the technicians' primary and secondary territories.
- C. Configure a sharing rule to share dispatched service appointments with the assigned resource.
- **D. Enable the sharing features in the Field Service settings in the Setup menu.**

Answer: D

Explanation:

Enabling the sharing features in the Field Service settings in the Setup menu allows sharing dispatched service appointments with assigned resources regardless of the private record access model in sales, support, and field service organizations[50]. Creating a user territory for the technicians' primary and secondary territories would not ensure that they have access to the service appointments dispatched to them. Creating a process to change the owner of the service appointment to the assigned technician would not work if multiple resources are assigned to the same service appointment. Configuring a sharing rule to share dispatched service appointments with the assigned resource would not work if multiple resources are assigned to different crews or teams.

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

NEW QUESTION # 81

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