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Salesforce Field-Service-Consultant exam covers a wide range of topics related to the implementation and management of field

service applications. Field-Service-Consultant exam covers topics such as scheduling and dispatching, work orders, mobile workforce management, inventory management, and customer communication. Passing Field-Service-Consultant Exam requires a deep understanding of the Field Service application and how it can be customized to meet the specific needs of different businesses.

Salesforce Certified Field Service Consultant Sample Questions (Q60-Q65):

NEW QUESTION # 60

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. Group Nearby
- **B. In-day Optimization**
- C. Resource Schedule Optimization
- **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 # 61

Which two objects are required when configuring an optimization job?

Choose 2 answers

- A. Polygons
- B. Work type
- **C. Service territory**
- **D. Scheduling policy**

Answer: C,D

NEW QUESTION # 62

Universal Containers needs a team to perform periodic maintenance on the most complex products.

Which feature should the Consultant configure to meet this requirement?

- A. Preferred Resource
- B. Technicians with Required Skills
- **C. Service Crew**
- D. Required Resource

Answer: C

Explanation:

Explanation

This feature should be configured to meet this requirement, as it allows creating a group of service resources that can perform periodic maintenance on complex products together. References:

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

NEW QUESTION # 63

Which Work Rule should a Salesforce Field Service Consultant use to assign Service Resources based on related object records?

- A. Extended Match
- **B. Match Field**
- C. Resource Availability
- D. Required Resource

Answer: B

Explanation:

Explanation

This work rule should be used to assign service resources based on related object records, such as accounts or assets, by matching field values between objects. References:

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

NEW QUESTION # 64

Which fields on Service Appointments help ensure that they are completed within the agreed upon Service Level Agreement (SLA) with Universal Containers' customers?

- **A. Earliest Start Permitted, Due Date**
- B. Actual Start, Actual End
- C. Arrival Window Start, Arrival Window End
- D. Scheduled Start, Scheduled End

Answer: A

Explanation:

Explanation

Earliest Start Permitted is a field on the Service Appointment object that defines the earliest date and time that a service appointment can start[222]. Due Date is a field on the Service Appointment object that defines the latest date and time that a service appointment must be completed by[223]. Using Earliest Start Permitted and Due Date fields on Service Appointments would help ensure that they are completed within the agreed upon Service Level Agreement (SLA) with Universal Containers' customers by setting the boundaries for when a service appointment can start and finish according to the SLA terms[224]. Actual Start and Actual End are fields on the Service Appointment object that capture the actual date and time that a service appointment started and ended[225]. Using Actual Start and Actual End fields on Service Appointments would not help ensure that they are completed within the agreed upon SLA with Universal Containers' customers because they are recorded after the service appointment is performed and do not enforce any SLA terms. Arrival Window Start and Arrival Window End are fields on the Service Appointment object that define the expected date and time range that a resource will arrive at a service appointment[226]. Using Arrival Window Start and Arrival Window End fields on Service Appointments would not help ensure that they are completed within the agreed upon SLA with Universal Containers' customers because they only indicate when a resource will arrive and do not enforce any SLA terms. Scheduled Start and Scheduled End are fields on the Service Appointment object that define the planned date and time range that a service appointment will take place[227]. Using Scheduled Start and Scheduled End fields on Service Appointments would not help ensure that they are completed within the agreed upon SLA with Universal Containers' customers because they only indicate when a service appointment is scheduled and do not enforce any SLA terms. References:

https://developer.salesforce.com/docs/atlas.en-us.api.meta/api/sforce_api_objects_serviceappointment.htm



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

NEW QUESTION # 65

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