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Salesforce Certified Field Service Consultant Sample Questions (Q156-Q161):

NEW QUESTION # 156

A technician reported that the travel time calculated between appointments is often too short because job delays throughout the day. Which setting should a consultant consider to improve travel time accuracy?

- A. Minimum grade, default operating hour
- B. Estimated travel time, minimize travel
- C. Street level routing, Default travel speed
- D. Travel speed unit, actual travel time

Answer: C

Explanation:

Street Level Routing is a feature that calculates travel time between service appointments based on actual road distance and traffic conditions[131]. Default Travel Speed is a setting that defines the average speed of resources when traveling between service appointments[132]. Using Street Level Routing and Default Travel Speed would allow improving travel time accuracy by taking into account real-time road conditions and resource speed. Minimum Grade, Default Operating Hour would not affect travel time accuracy. Minimum Grade is a setting that defines the minimum skill level required for resources to be matched with service appointments[133]. Default Operating Hour is a record that defines the default working hours for resources [134]. Estimated Travel Time, Minimize Travel would not affect travel time accuracy. Estimated Travel Time is a field on the service appointment object that shows the expected travel time for the assigned resource[135]. Minimize Travel is an optimization criterion that prioritizes reducing travel time when scheduling service appointments[136]. Travel Speed Unit, Actual Travel Time would not affect travel time accuracy. Travel Speed Unit is a setting that defines the unit of measurement for travel speed such as miles per hour or kilometers per hour[137]. Actual Travel Time is a field on the service appointment object that shows the actual travel time recorded by the resource[138]. References:

<https://help.salesforce.com/s/articleView?id=sf>

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[/sforce_api_objects_serviceappointment_actualtraveltime.htm](https://developer.salesforce.com/docs/atlas.en-us.api.meta/api/sforce_api_objects_serviceappointment_actualtraveltime.htm)

NEW QUESTION # 157

An employee at Universal Containers performs the role of a Dispatcher and a Technician. How should a Consultant configure Salesforce Field Service to support this behavior?

- A. Create one Service Resource and assign the Technician and Dispatcher role.
- B. Create two Service Resources and assign them to the employee. &
- C. Create one Service Resource and assign the relevant Permission Set Licenses. pee
- D. Create two Skills records and assign them to the Service Resource record.

Answer: C

Explanation:

Service Resources are records that represent the people or equipment that perform field service tasks[199].

Permission Set Licenses are records that grant users access to specific features or apps such as Salesforce Field Service[200].

Creating one Service Resource and assigning the relevant Permission Set Licenses would allow Universal Containers to configure Salesforce Field Service to support an employee who performs the role of a Dispatcher and a Technician by creating a service resource record for the employee and assigning them the Salesforce Field Service Dispatcher and Mobile permission set licenses[201]. Creating two Service Resources and assigning them to the employee would not work because an employee can only

be associated with one service resource record[202]. Creating one Service Resource and assigning the Technician and Dispatcher role would not work because roles are records that define the level of access users have to data in an organization hierarchy[203]. Creating two Skills records and assign them to the Service Resource record would not work because skills are records that define specific abilities or qualifications that service resources have and do not affect their access to features or apps[204]. References:

<https://help.salesforce.com/s>

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NEW QUESTION # 158

Universal Containers wants to track when Technicians need to visit a customer site multiple times to resolve an issue. How should a Consultant configure this using a single Work Order?

- A. Create a new Child Work Order for each site visit.
- B. Create a new Work Order Line Item for each site visit.
- **C. Create a new Service Appointment for each site visit.**
- D. Create a new Product Consumed for each site visit.

Answer: C

Explanation:

Service Appointments are records that track the date, time, duration, and assigned resource for a work order or work order line item[117]. Creating a new Service Appointment for each site visit would allow Universal Containers to track when Technicians need to visit a customer site multiple times to resolve an issue by creating different service appointments for the same work order and capturing notes and status updates for each service appointment. Creating a new Child Work Order for each site visit would create unnecessary records and complexity. Child Work Orders are work orders that are related to another work order as part of a hierarchy[118]. Creating a new Product Consumed for each site visit would not track the site visits. Products Consumed are records that track the products or parts that are used or installed during a service appointment [119]. Creating a new Work Order Line Item for each site visit would not track the site visits. Work Order Line Items are records that track specific tasks or products related to a work order[120]. References:

https://help.salesforce.com/s/articleView?id=sf.fs_service_appointments.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.fs_work_orders.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.fs_products_consumed_overview.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.fs_work_order_line_items.htm&type=5

NEW QUESTION # 159

Universal Containers provides prompt service and has multiple service levels for different customers. Over 50% of Service Appointments are created on the same day that they need to be completed. As a result, a Technician's daily schedule can change multiple times throughout the day.

Which method of dispatching should a Consultant recommend implementing?

- A. Automatically schedule unscheduled services to available Resources.
- **B. Automatically Dispatch Service Appointments using Drip Feed.**
- C. Automatically change the schedule policy.
- D. Automatically change the status to Dispatched of all Service Appointments.

Answer: B

Explanation:

Drip feed is a feature that automatically dispatches service appointments to resources based on predefined criteria and time intervals. By using drip feed, the system can handle same-day service appointments and adjust the technician's schedule accordingly.

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

NEW QUESTION # 160

Service technicians at AW Computing use the Field Service mobile application when in the field. The technicians rely on Knowledge

articles to assist them with completing assigned work.

How should the solution be configured to ensure technicians can access relevant Knowledge articles?

- A. Create a quick action on the work order to search the Knowledge base.
- **B. Attach the relevant articles to the work order or work order line items.**
- C. Update the Service Appointment page layout to include the Articles related list.
- D. Add the Knowledge Lightning component to the Field Service mobile app.

Answer: B

Explanation:

Attaching relevant articles to the work order or work order line items allows technicians to access them offline using the Field Service Mobile App. Creating a quick action on the work order to search the Knowledge base would not ensure offline access, as it would require an internet connection to perform the search. Updating the Service Appointment page layout to include the Articles related list or adding the Knowledge Lightning component to the Field Service Mobile App would not be effective, as technicians use the Work Order Line Item Card in the Field Service Mobile App to view their assigned tasks. References:

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

NEW QUESTION # 161

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