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Salesforce Certified Field Service Consultant Sample Questions (Q77-Q82):

NEW QUESTION # 77

Which two considerations impact the scheduled timeframe of Multi-day Work?
Choose 2? answers

- A. Break Duration
- B. Assigned Resource
- C. Resource Skill Level
- D. Homebase Travel

Answer: A,B

Explanation:

These two considerations impact the scheduled timeframe of multi-day work, as they affect the availability and capacity of the resource assigned to the work. References:https://help.salesforce.com/s/articleView?id=sf_fs_multi_day_work.htm&type=5

NEW QUESTION # 78

Universal Containers wants to dispatch emergency work identified throughout the day that needs to be completed before lower-priority work.

What should the Consultant recommend to meet this requirement?

- A. Define a Global Optimization job to run hourly.
- **B. Apply the Reshuffle action within the Gantt.**
- C. Create a custom Gantt action to call an Apex class to reschedule appointments.
- D. Write a batch Apex class to unschedule low priority work orders.

Answer: B

Explanation:

Reshuffle is an action within the Gantt that allows rescheduling multiple service appointments at once based on predefined criteria such as emergency priority, travel time, or skills[209]. Reshuffle would allow Universal Containers to dispatch emergency work identified throughout the day that needs to be completed before lower-priority work by running a reshuffle action that prioritizes emergency work and assigns it to the best available resources[210]. Defining a Global Optimization job to run hourly would not allow Universal Containers to dispatch emergency work identified throughout the day that needs to be completed before lower-priority work. 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[211]. Running a Global Optimization job hourly would not be responsive enough for emergency work identified throughout the day. Creating a custom Gantt action to call an Apex class to reschedule appointments would not be necessary for Universal Containers to dispatch emergency work identified throughout the day that needs to be completed before lower-priority work. Custom Gantt actions are actions within the Gantt that can be customized using Apex code to perform specific tasks such as sending notifications or updating fields[212]. Creating a custom Gantt action would require additional development and maintenance and would not leverage the existing Reshuffle action.

Writing a batch Apex class to unschedule low priority work orders would not allow Universal Containers to dispatch emergency work identified throughout the day that needs to be completed before lower-priority work. Batch Apex is a way of processing large volumes of data asynchronously using Apex code[213].

Writing a batch Apex class would require additional development and maintenance and would not leverage the existing Reshuffle action. References: https://help.salesforce.com/s/articleView?id=sf_fs_gantt_reshuffle_overview.htm&type=5

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

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

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

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

NEW QUESTION # 79

Universal Containers (UC) schedules jobs that require multiple steps when on-site. UC wants to add a new status to the existing status flow.

Which two configurations should the Consultant set up to meet this requirement?

Choose ? answers

- A. Add new Status to the Case.
- **B. Add new status to Status Transitions.**
- C. Add the Status Transitions to the Technicians' Profile.
- **D. Add new Status to the Service Appointment.**

Answer: B,D

Explanation:

These two configurations allow adding a new status to the existing status flow for Service Appointments, and defining which statuses can transition to or from the new status. References: https://help.salesforce.com/s/articleView?id=sf_fs_status_transitions.htm&type=5

NEW QUESTION # 80

Ursa Major Solar would like the technician who performed a customer's initial installation to also perform any subsequent service calls.

Which two actions should the field service administrator take to configure field service to ensure the installation technician is assigned to subsequent service calls?

Choose 2 answers

- **A. Add the technician as a preferred resource on the account record.**
- B. Add the technician as the required resource on the service appointment.
- **C. Add the preferred resource service objective to the scheduling policy.**
- D. Create a child work order for maintenance on the original installation work order.

Answer: A,C

Explanation:

These are two actions that can help ensure that the technician who performed a customer's initial installation is also assigned to subsequent service calls. A preferred resource is a resource that has a preference or affinity for working with a specific account or service territory. A preferred resource service objective is a service objective that prioritizes resources that are preferred for an account or service territory. By adding the technician as a preferred resource on the account record, and adding the preferred resource service objective to the scheduling policy, the system can assign the technician to future service appointments for that account.

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

NEW QUESTION # 81

AW Computing technicians use the field service mobile application exclusively since they are always in the field. Due to frequent schedule changes, the technician should only see one job at a time on the app.

How should the field service administrator ensure this requirement is met?

- A. Set up auto dispatch to dispatch one work order for each technician at a time
- B. Set Send Appointment Notifications on Dispatch in the mobile settings to one.
- C. Instruct the dispatcher to only dispatch one work order to each technician at a time.
- **D. Enable drip feed to dispatch one service appointment per technician at a time.**

Answer: D

Explanation:

Drip feed is a feature that automatically dispatches service appointments to resources based on predefined criteria and time intervals. By enabling drip feed, the system can dispatch one service appointment per technician at a time, and adjust their schedule accordingly.

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

NEW QUESTION # 82

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