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Salesforce Certified Field Service Consultant Sample Questions (Q105-Q110):

NEW QUESTION # 105

Universal Containers operates in a highly regulated industry. Technicians must conduct quarterly inspections for all customers in their region. Each inspection should be completed within a single visit and include all installed assets on site.

Which two Maintenance Plan settings should the Consultant recommend? Choose 2 answers

- A. Service Appointment Generation Method = One Service Appointment per Work Order Line Item
- B. Work Order Generation Method = One Work Order per Asset
- C. Work Order Generation Method = One Work Order Line Item per Asset
- D. Service Appointment Generation Method = One Service Appointment per Work Order

Answer: C,D

Explanation:

Explanation

These two settings ensure that each inspection is completed within a single visit and includes all installed assets on site. References: https://help.salesforce.com/s/articleView?id=sf.fs_maintenance_plans_overview.htm&type=5

NEW QUESTION # 106

Technicians at Universal Containers use the Salesforce Field Service mobile app at customer sites. After completing work, the Technician updates the Service Appointment status to Complete and saves the record.

Dispatchers see the appointment as Dispatched on the console instead of seeing the Complete status update.

Which two troubleshooting steps should a Consultant take to resolve the issue?

Choose 2 answers

- A. Review Service Appointment automation.
- B. Investigate the Work Order lifecycle.
- C. Verify the Dispatcher ran the Service Appointment data job.
- D. Confirm the Technician's mobile device is online.

Answer: A,D

Explanation:

Explanation

These two troubleshooting steps should be taken to resolve the issue, as they could explain why the service appointment status is not updated correctly on the console. References:

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

NEW QUESTION # 107

The service director at Ursa Major Solar would like to understand the effect that service objectives have on the assignment of service appointments to service resources.

Where can the director view service objective scores for potential appointment time slots?

- A. Book appointment action
- B. Bulk dispatch action
- C. Candidates action
- D. Dispatch console

Answer: A

Explanation:

The book appointment action is used to schedule a service appointment based on service objectives and resource availability.

The action displays a list of potential time slots with service objective scores for each slot. The higher the score, the better the slot meets the service objectives.

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

NEW QUESTION # 108

Universal Containers wants to limit their Technicians' view of Work Orders and Service Appointments in the Salesforce Field Service mobile app.

What should a Consultant recommend to control their Technicians' view?

- **A. Field Sets**
- B. Mini-Page Layouts
- C. Page Layouts
- D. Visualforce Pages

Answer: A

Explanation:

Explanation

Field Sets allow controlling which fields are displayed on the Work Order and Service Appointment cards in the Salesforce Field Service mobile app. References:

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

NEW QUESTION # 109

Universal Containers offers 2-hour versus 4-hour appointment booking windows for Gold versus Standard Customers. What should a Consultant recommend to offer appropriate appointment booking windows?

- A. Service Urgency
- **B. Customer Entitlement**
- C. Service Due Date
- D. Customer Working Hours

Answer: B

NEW QUESTION # 110

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