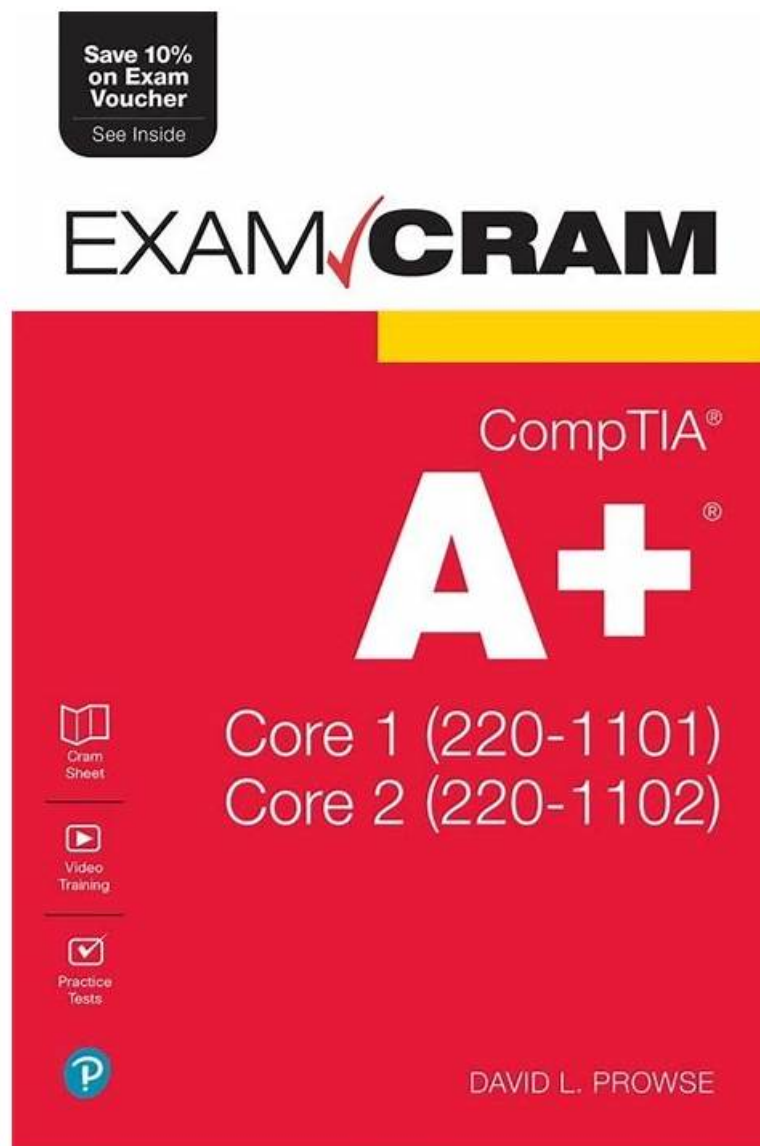


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## Salesforce Certified Field Service Consultant Sample Questions (Q98-Q103):

### NEW QUESTION # 98

Optimization for the Midwest territory is set to automatically run each night for the next three days. The Dispatcher has noticed that the optimizer is leaving many Service Appointments unscheduled and has asked the Consultant to troubleshoot the issue. The Consultant notices that the Optimization Run Time per Service Appointment is set to Low in the Field Service Settings. Which two conditions would make the Consultant consider setting the optimizer to High? Choose 2? answers

- A. The Calculate travel and breaks Field Service Setting is disabled for the Service Resource Availability work rule.
- B. The Scheduling Policy Used field is blank.
- C. The scheduling policy is producing too many candidates that qualify for each Service Appointment.
- D. Most service appointments have the same priority.

**Answer: A,C**

Explanation:

These two conditions would make the optimizer run slower and leave many Service Appointments unscheduled, as it would have to evaluate too many possible scenarios and combinations. References:

[https://help.salesforce.com/s/articleView?id=sf.fs\\_optimizer\\_run\\_time.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_optimizer_run_time.htm&type=5)

### NEW QUESTION # 99

Universal Containers wants to ensure that Service Appointments are only assigned to Active Resources. Which configuration should a Consultant recommend for the Scheduling Policy?

- A. Match Boolean
- B. Preferred Resources
- C. Required Resources.
- D. Match Fields

**Answer: A**

Explanation:

Match Boolean is an optimization criterion that prioritizes matching service appointments with resources based on boolean fields such as certifications or preferences[139]. Using Match Boolean in the Scheduling Policy would allow Universal Containers to ensure that Service Appointments are only assigned to Active Resources by creating a boolean field on the service resource object such as Active Resource and setting it to true or false depending on their status. Match Fields is an optimization criterion that prioritizes matching service appointments with resources based on fields such as skills or territories[140]. Preferred Resources is an optimization criterion that prioritizes assigning service appointments to resources who have previously completed similar work orders or who are preferred by customers[141]. Required Resources is an optimization criterion that prioritizes assigning service appointments to resources who are explicitly required by customers or dispatchers[142]. References:

[https://help.salesforce.com/s/articleView?id=sf.fs\\_scheduling\\_policies\\_optimization\\_criteria\\_match\\_boolean.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_scheduling_policies_optimization_criteria_match_boolean.htm&type=5)

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### NEW QUESTION # 100

universal container wants its technician to follow a standard operating procedure (S O P) while performing maintenance on an individual asset. Each operation should be captured independently to allow technician to enter note and update status they progress with the work preventative maintenance should be with a single visit Which data model should the consultant recommend to the universal container?

- A. Service appointment to represent the preventative maintenance on the asset - work order line item to represent the different operations - work order to represent the visit
- B. Work order to represent the preventative maintenance on the asset - service appointment to represent the different operations - work order line item to represent the visit
- C. Work order to represent the preventative maintenance on the asset - work order line item to represent the different operations - service appointment to represent the visit
- D. Work order line item represent the preventative Maintenance on the asset - work order represent the different operations - service appointment to represent visit

**Answer: C**

Explanation:

Work Orders are records that track customer requests for service such as repairs or maintenance[87]. Work Order Line Items are records that track specific tasks or products related to a work order[88]. Service Appointments are records that track the date, time, duration, and assigned resource for a work order or work order line item[89]. Using this data model would allow Universal Containers' technicians to follow a standard operating procedure while performing maintenance on an individual asset by creating different work order line items for different operations and capturing notes and status updates for each line item. It would also allow scheduling and dispatching one service appointment for one visit. Service appointment to represent preventative maintenance on the asset - work order line item to represent the different operations - work order to represent the visit would not work because service appointments cannot be related directly to assets. Work order line item represent preventative Maintenance on the asset - work order represent the different operations - service appointment to represent visit would not work because work order line items cannot be related directly to assets. References: [https://help.salesforce.com/s/articleView?id=sf.fs\\_work\\_orders.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\\_work\\_order\\_line\\_items.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_work_order_line_items.htm&type=5) [https://help.salesforce.com/s/articleView?id=sf.fs\\_service\\_appointments.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_service_appointments.htm&type=5)

#### NEW QUESTION # 101

Service resources at Universal Containers (UC) frequently work in more than one service territory.

The current scheduling policy looks only at primary territory. While UC still wants the optimizer to use the service resource's primary territory when scheduling, UC also wants the scheduling policy to look at the resource's secondary service territories.

Which two scheduling policy changes should a Consultant recommend?

Choose 2 answers

- A. Include the Match Territory Work Rule.
- B. Deselect Working Location Enable Primary on the Working Territories Work Rule.
- C. Remove the Match Territory Work Rule.
- D. Select Working Location Enable Primary on the Working Territories Work Rule.

**Answer: A,D**

Explanation:

Working Location Enable Primary is a setting on the Working Territories work rule that defines whether resources should be matched with service appointments based on their primary territory only or any territory they belong to[186]. Match Territory is a work rule that defines whether resources should be matched with service appointments based on their territories[187]. Selecting Working Location Enable Primary on the Working Territories Work Rule and including the Match Territory Work Rule would allow Universal Containers' scheduling policy to look at both primary and secondary service territories by enabling matching resources with service appointments based on any territory they belong to and prioritizing matching resources with service appointments based on their territories. Removing the Match Territory Work Rule would not allow Universal Containers' scheduling policy to look at both primary and secondary service territories because it would disable matching resources with service appointments based on their territories. Deselecting Working Location Enable Primary on the Working Territories Work Rule would not affect Universal Containers' scheduling policy because it is already deselected by default. References: [https://help.salesforce.com/s/articleView?id=sf.fs\\_scheduling\\_policies\\_work\\_rules\\_working\\_territories.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_scheduling_policies_work_rules_working_territories.htm&type=5) [https://help.salesforce.com/s/articleView?id=sf.fs\\_scheduling\\_policies\\_work\\_rules\\_match\\_territory.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_scheduling_policies_work_rules_match_territory.htm&type=5)

#### NEW QUESTION # 102

Universal Containers wants Technicians using the Salesforce Field Service mobile app to indicate when Service Appointments are at risk of late completion.

What should a Consultant recommend to meet this requirement?

- A. Post to the Service Appointment Chatter feed.

- B. Change the Status field on the Service Appointment.
- **C. Update the In Jeopardy field on the Service Appointment.**
- D. Adjust the Scheduled End field on the Service Appointment.

**Answer: C**

Explanation:

The In Jeopardy field on the Service Appointment is a checkbox that indicates whether a service appointment is at risk of late completion based on travel time and service duration calculations. Technicians can update this field using the Field Service Mobile App to alert dispatchers and managers of potential issues. Posting to the Service Appointment Chatter feed, changing the Status field on the Service Appointment, or adjusting the Scheduled End field on the Service Appointment would not indicate that a service appointment is in jeopardy, but would communicate other information such as comments, progress, or rescheduling. References: [https://help.salesforce.com/s/articleView?id=sf.fs\\_service\\_appointments.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_service_appointments.htm&type=5)  
[https://help.salesforce.com/s/articleView?id=sf.fs\\_mobile\\_app\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_mobile_app_overview.htm&type=5)

## NEW QUESTION # 103

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