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## Salesforce Certified Field Service Consultant Sample Questions (Q66-Q71):

### NEW QUESTION # 66

Northern Trail Outfitters (NTO) asks its clients for feedback on every service visit. NTO wants to dispatch the appropriate Technicians based on customer feedback.

What are two ways the Consultant can meet this requirement?

Choose 2 answers

- A. Configure and add excluded and required resource business objectives to scheduling policies.
- B. **Configure and add excluded and required resource Work Rules to scheduling policies.**
- C. Configure customer preferences on the Service Resource record.
- D. **Configure resource preferences on the Account or Work Order.**

**Answer: B,D**

Explanation:

These two ways allow dispatching the appropriate technicians based on customer feedback, as they allow defining which resources are preferred or avoided by customers or accounts. References:[https://help.salesforce.com/s/articleView?id=sf.fs\\_resource\\_preferences.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_resource_preferences.htm&type=5)

### NEW QUESTION # 67

Universal container needs to verify that a repair job has been completed to the customer satisfaction before an invoice can be generated. Which two items should the consultant consider?

Choose 2 answers

- A. **Configure signature blocks for service report templates**
- B. **Add service reports templates to the appropriate repair work type**
- C. Generate service in the organization's default language
- D. Send a feedback survey to the customer when a service appointment is completed

**Answer: A,B**

Explanation:

Explanation

Service reports are documents that summarize the details and outcomes of a service appointment such as work performed, products consumed, customer feedback, etc.[25]. Configuring signature blocks for service report templates allows capturing customer signatures as proof of job completion before generating invoices[26].

Adding service report templates to the appropriate repair work type allows automatically generating service reports based on the work type of the service appointment[27]. Generating service in the organization's default language would not verify that a repair job has been completed to the customer satisfaction. Sending a feedback survey to the customer when a service appointment is completed would not ensure that an invoice can be generated. References:

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#### NEW QUESTION # 68

optimization for the Midwest 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 noticed that the optimization service run time per service appointment is set to low in field service settings. Which two conditions should make the consultant consider setting the optimizer too high?

Choose 2 answers

- A. The scheduling policy is producing too many candidates that qualify for each service appointment
- B. The scheduling policy used field is blank
- C. Most service appointment have the same priority
- D. The calculate travel and breaks field service setting is disabled for the service resource availability work rule.

**Answer: A,C**

#### NEW QUESTION # 69

Universal Containers wants Technicians to view work progress through the Work Order Line Item card in the Salesforce Field Service mobile app.

Which configuration steps should a Consultant take to meet this requirement?

- A. Create a custom Visualforce page and add an external link in the Salesforce Field Service mobile app to view the page in the mobile browser.
- B. Create a Report Chart that summarizes Work Order Line Items and add a link to the Service Appointment layout.
- C. Add the Work Order Line Items related list to the Work Order page layout and assign the layout to the Technician's profile.
- D. Create a custom Lightning Component that displays Work Order progress and deploy it to Technicians through the Salesforce Field Service mobile app.

**Answer: D**

Explanation:

Lightning Components are reusable units of user interface that can be customized and embedded in different pages or apps[180]. Work Order Line Items are records that track specific tasks or products related to a work order[181]. Creating a custom Lightning Component that displays Work Order progress and deploying it to Technicians through the Salesforce Field Service mobile app would allow Universal Containers' Technicians to view work progress through the Work Order Line Item card in the Salesforce Field Service mobile app by creating a component that shows the status or completion percentage of work order line items and adding it to the work order line item card layout in the mobile app settings[182]. Creating a custom Visualforce page and adding an external link in the Salesforce Field Service mobile app to view the page in the mobile browser would not allow Technicians to view work progress through the Work Order Line Item card in the Salesforce Field Service mobile app. Visualforce pages are web pages that can display custom user interface using HTML, CSS, JavaScript, and Apex[183]. Creating a Report Chart that summarizes Work Order Line Items and adding a link to the Service Appointment layout would not allow Technicians to view work progress through the Work Order Line Item card in the Salesforce Field Service mobile app. Report Charts are visual representations of report data that can be added to different pages or layouts[184]. Adding the Work Order Line Items related list to the Work Order page layout and assigning the layout to the Technician's profile would not allow Technicians to view work progress through the Work Order Line Item card in the Salesforce Field Service mobile app. Related lists are lists of records that are directly related to another record and can be added to different page layouts[185]. References: <https://developer.salesforce.com/docs/component-library/overview/components>

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## NEW QUESTION # 70

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

Choose 2? answers

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

**Answer: B,C**

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](https://help.salesforce.com/s/articleView?id=sf_fs_multi_day_work.htm&type=5)

## NEW QUESTION # 71

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