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Salesforce Certified Field Service Consultant Sample Questions (Q102-Q107):

NEW QUESTION # 102

Universal Containers tracks customer issues in its call center. Sometimes a Technician is required at the customer's location to resolve the issue.

Which sequence of steps should a Consultant recommend to dispatch the Technician?

- **A. Create Case, Create Work Order, Create Service Appointment, Dispatch Service Appointment.**
- B. Create Service Appointment, Create Work Order, Create Case, Dispatch Service Appointment.
- C. Create Case, Create Service Appointment, Create Work Order, Dispatch Service Appointment.
- D. Create Work Order, Create Case, Dispatch Work Order, Create ServiceAppointment.

Answer: A

Explanation:

This is the recommended sequence of steps to dispatch a technician for a customer issue. A case is created to track the customer issue, a work order is created to track the work that needs to be done, a service appointment is created to schedule the work, and a service appointment is dispatched to assign it to a technician.

References: https://trailhead.salesforce.com/en/content/learn/modules/field_service_basics/field_service_work_orders

NEW QUESTION # 103

A customer makes one appointment for the sales department, and another appointment for the service department. The two appointments should be handled on the same day, but should be created as separate appointments. In addition, the Technician must complete one appointment before starting the next. The agent wants to make sure these two appointments are scheduled together and in sequence.

Which three things should the Consultant verify to ensure these requirements are met and simultaneous scheduling will occur? Choose 3 answers

- A. A dependency has been created between the two appointments and the start times are the same.
- **B. The Dependency Type is set to Start After Finish and Same Day on the first service appointment in the dependency.**
- **C. The checkbox Use all-or-none scheduling for related appointments in Field Service Settings is selected.**
- **D. The Same Resource and Same Day fields appear on the Service Appointments page layout.**
- E. The Complex Work Visualforce page is added to the Service Appointments page

Answer: B,C,D

Explanation:

Use all-or-none scheduling for related appointments is a setting in Field Service Settings that enables or disables the simultaneous scheduling of service appointments that have dependencies[232]. Dependency Type is a field on the Service Appointment object that defines the relationship between two service appointments such as Start After Finish, Start Before Finish, or Finish Before Start[233]. Same Resource and Same Day are fields on the Service Appointment object that indicate whether two service appointments with dependencies should be assigned to the same resource and scheduled on the same day[234]. Selecting the checkbox Use all- or-none scheduling for related appointments in Field Service Settings, setting the Dependency Type to Start After Finish and Same Day on the first service appointment in the dependency, and making sure the Same Resource and Same Day fields appear on the Service Appointments page layout would allow Universal Containers to ensure that a customer makes one appointment for the sales department, and another appointment for the service department, that should be handled on the same day, but should be created as separate appointments, where the Technician must complete one appointment before starting the next, and that these two appointments are scheduled together and in sequence by enabling simultaneous scheduling of dependent service appointments, defining the order and timing of the service appointments, and ensuring that the service appointments are assigned to the same resource and scheduled on the same day[235]. Creating a dependency between the two appointments and setting the start times to be the same would not work because it would not ensure that one appointment is completed before starting the next. Adding the Complex Work Visualforce page to the Service Appointments page would not work because it is not a feature of Salesforce Field Service. References: https://help.salesforce.com/s/articleView?id=sf.fs_settings_overview.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.fs_service_appointment_dependencies_overview.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.fs_service_appointment_dependencies_create_edit_delete.htm&type=5

NEW QUESTION # 104

Ursa Major Solar tracks installed products using the Salesforce Asset object. Each individual solar panel is treated separately. To save money on service calls, many times customers will wait to have a technician come onsite until there are multiple panels that need servicing.

How should the callout for multiple panels be treated in Salesforce?

- A. Create a work order hierarchy with each installed product as a child work order.
- **B. Create a work order with a work order line item for each installed product.**
- C. Create an asset hierarchy with each installed product as a child asset in the hierarchy.
- D. Create a work order for each installed product and a work order dependency to assign to the same resource.

Answer: B

Explanation:

Work order line items are used to track individual products or services that are part of a work order. By creating a work order line item for each installed product that needs servicing, the system can track the status and completion of each product separately.

References: https://trailhead.salesforce.com/en/content/learn/modules/field_service_basics/field_service_work_order_line_items

NEW QUESTION # 105

One of Universal Containers' customers reported that the Technician sent to their site left without cleaning up the work area afterward.

How can Universal Containers ensure that a different Technician is assigned all future work for that Customer?

- **A. Create an Excluded Resource for the Account.**
- B. Remove the Technician as a Preferred Resource.
- C. Assign the Technician to a new Service Territory.
- D. Create a new Work Order Validation Rule.

Answer: A

Explanation:

Excluded Resources are used to prevent certain service resources from being assigned to specific accounts or locations based on customer feedback or preferences. Assigning the Technician to a new Service Territory would affect all their service appointments, not just those for that Customer. Removing the Technician as a Preferred Resource would not prevent them from being assigned to that Customer, but would lower their priority. Creating a new Work Order Validation Rule would not affect the scheduling or optimization of service appointments, but would only validate data entry on work orders. References: https://help.salesforce.com/s/articleView?id=sf.fs_excluded_resources.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.fs_territories.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.fs_preferred_resources.htm&type=5

NEW QUESTION # 106

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

Answer: B

Explanation:

Customer Entitlements are records that specify customers' support terms based on their contracts or warranties [38]. Customer Entitlements can be used to offer appropriate appointment booking windows for Gold versus Standard Customers by defining different appointment windows for different entitlement levels [39]. Service Due Date is a field on the work order object that indicates when a work order must be completed by [40].

Customer Working Hours are records that define when customers are available for service appointments [41]. Service Urgency is a field on the work order object that indicates how quickly a work order must be completed [42]. References: https://help.salesforce.com/s/articleView?id=sf.entitlements_overview.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.fs_appointment_windows_entitlements.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.fs_work_orders_fields.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.fs_customer_working_hours_overview.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.fs_work_orders_fields.htm&type=5

NEW QUESTION # 107

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