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Salesforce Certified Field Service Consultant Sample Questions (Q17-Q22):

NEW QUESTION # 17

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 Entitlement
- B. Service DueDate
- C. Service Urgency
- D. Customer Working Hours

Answer: A

NEW QUESTION # 18

An employee at universal container performs the role of a dispatcher and a technician. How should a consultant configure the field service lightning to support this behavior?

- A. Create two skills records and assign them to service resources record
- B. Create two service resource and assign them to the employee
- **C. Create one service resource and assign the relevant permission set license**
- D. Create one service resource and assign the technician and dispatcher role

Answer: C

Explanation:

Service Resources are records that represent the people or equipment that perform field service tasks[53].

Permission Set Licenses are licenses that grant users access to specific features such as Field Service Dispatcher Console or Field Service Mobile App[54]. Creating one service resource and assigning the relevant permission set license would allow an employee at Universal Containers to perform both dispatcher and technician roles using one record and one license. Creating two skills records and assigning them to service resources record would not affect their roles or access to features. Skills are records that define specific abilities or qualifications that service resources have[55]. Creating two service resources and assigning them to the employee would create duplicate records and require two licenses for one employee. Creating one service resource and assigning the technician and dispatcher role would not work because roles are not fields on the service resource object. References:

<https://help.salesforce.com/s/articleView?id=sf>.

[fs_service_resources_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf) <https://help.salesforce.com/s/articleView?id=sf>

[fs_permission_set_licenses_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf) <https://help.salesforce.com/s/articleView?id=sf>

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

NEW QUESTION # 19

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

Choose 2? answers

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

Answer: C,D

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)

NEW QUESTION # 20

Universal Containers performs multi-staged jobs, where the second job can only begin after completion of the first job. How should a consultant recommend implementing this process?

- **A. Create two Service Appointments, set the Related Service Appointment and Time Dependency.**
- B. Create two Service Appointments and schedule them to the same Resource.
- C. Create one Service Appointment and schedule it to two different Resources.
- D. Create one Service Appointment with the total duration of the two jobs and assign two Resources.

Answer: A

Explanation:

To perform multi-staged jobs, where the second job can only begin after completion of the first job, two service appointments can be created and linked by setting the Related Service Appointment field on the second service appointment to point to the first one, and setting the Time Dependency field to After Previous.

Creating one service appointment with the total duration of the two jobs and assigning two resources would not ensure that the second job starts after the first one. Creating two service appointments and scheduling them to the same resource or creating one service appointment and scheduling it to two different resources would not create a dependency between the jobs. 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_appointment_dependencies.htm&type=5

NEW QUESTION # 21

universal container requires trained inspectors to make 3 site visits per year to inspect the container customers' sites. These visits must be scheduled within 14 days of inspection due date.

What are two ways a Consultant can configure maintenance plans to meet the requirements?

Choose 2 answers

- A. Auto generate work order with a 14 days generation horizon
- B. Associate work type called site to maintenance plan
- C. Auto generate work order with 14-day generation time frame
- D. Associate a required skill call site visits to maintain plans

Answer: A,C

Explanation:

A generation horizon is the number of days before the maintenance plan start date that work orders are generated. A generation time frame is the number of days before the maintenance plan end date that work orders are generated. To ensure that work orders are generated within 14 days of inspection due date, both the generation horizon and the generation time frame should be set to 14 days. Associating a work type called site or a required skill called site visits to maintenance plans would not affect the timing of work order generation, but would affect the scheduling and assignment of service appointments. References: https://help.salesforce.com/s/articleView?id=sf.fs_maintenance_plans.htm&type=5

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

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

NEW QUESTION # 22

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