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Salesforce Certified Field Service Consultant Sample Questions (Q55-Q60):

NEW QUESTION # 55

Universal Containers's Dispatchers want to visualize the planned travel route for a Technician during their shift. Which feature should the Consultant recommend to meet the requirement?

- A. Service Resource Dashboard
- **B. Street-level Routing**
- C. Aerial Routing
- D. Service Appointment Reports

Answer: B

Explanation:

This option allows visualizing the planned travel route for a technician on a map, based on the street-level directions and traffic conditions. References:https://help.salesforce.com/s/articleView?id=sf_fs_street_level_routing.htm&type=5

NEW QUESTION # 56

Northern Trail Outfitters has a master data extension of 880,000 subscribers they want to randomly split into 11 groups to test different messaging strategies.

How could this be accomplished?

- A. Create a random data extension within Contact Builder.
- B. Use Journey Builder with a random split activity.
- C. Use Automation Studio with a random split activity.
- **D. Create a random data extension within Email Studio.**

Answer: D

NEW QUESTION # 57

AW Computing groups its technicians based on seniority. The newest techs comprise Tier 1, move to Tier 2 after a year on the job, and get assigned to Tier 3 after 3 years on the job. Resources with more seniority should be considered for a job over resources with less seniority.

How should the field service administrator ensure this corporate policy is enforced considering the Customer First scheduling policy is utilized consistently except in emergency situations?

- A. Create a custom number field to capture the tier number on the service resource.
- **B. Make a relevance group on the work rule to filter based on the tier number and add the rule to the policy.**
- C. Create a queue for each tier group within each territory on the Service Appointment object.
- D. Use the Priority field on the service resource assigning Tier 3 techs the lowest number and Tier 1 techs with the highest number.

Answer: B

Explanation:

Explanation

A relevance group is used to filter resources based on a custom field value. By creating a relevance group on the work rule to filter based on the tier number, the system can prioritize resources with higher seniority for a service appointment.

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

NEW QUESTION # 58

Dispatchers at Universal Containers want to ensure resources assigned to a Work Order have the appropriate level of expertise. What should a Consultant implement to accomplish this requirement?

- A. Define Work Types, Define Work Order Status, Set up Resource Skills
- B. Set up Service Locations, Set up Location Skills, Define Work Types
- C. Set up Skill Requirements, Define Work Types, Set up Routing Rules
- **D. Define Skills, Set up Skill Requirements, Set up Resource Skills**

Answer: D

Explanation:

Skills are used to define the level of expertise that a resource has for a specific type of work. Skill requirements are used to define the level of expertise that a service appointment needs. Resource skills are used to assign skills to resources. By setting up these components, the system can match service appointments with resources based on their skills.

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

NEW QUESTION # 59

An inventory manager at Universal Containers wants to better understand the distribution of a critical and expensive part across all inventory locations as the part is reused and restocked.

What should the Consultant leverage to meet this requirement?

- A. Maintenance Plan
- B. Entitlement Plan
- **C. Product Item**
- D. Assets

Answer: C

Explanation:

Explanation

Product Items are records that track the location, quantity, and status of a product in inventory[43]. Product Items can be used to better understand the distribution of a critical and expensive part across all inventory locations as the part is reused and restocked. Maintenance Plan is a feature that defines the recurring service schedule for an asset or a product[44]. Entitlement Plan is a feature that defines the terms of support for customers such as number of cases allowed or response time[45]. Assets are records that represent products that customers have purchased and that require service[46]. References:

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

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

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

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

NEW QUESTION # 60

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