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Salesforce Certified Field Service Consultant Sample Questions (Q132-Q137):

NEW QUESTION # 132

Universal Containers wants to track the time a Service Resource spends on each step of more complex repair jobs. This time could include travel, prep and on-site time.

How could the Service Resource's Time Sheet be configured to track the total time spent on each step?

- A. Relate the Time Sheet Entries to the Work Order Line Item.
- B. Relate the Time Sheet to the Service Appointment.
- C. Relate the Time Sheet to the Work Order Line Item
- D. Relate the Time Sheet Entries to the Service Appointment.

Answer: A

Explanation:

This option allows tracking the time spent on each step of the work order line item and associating it with the time sheet entry record.

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

NEW QUESTION # 133

Universal Containers wants to limit their Technicians' view of Work Orders and Service Appointments in the Salesforce Field Service mobile app.

What should a Consultant recommend to control their Technicians' view?

- A. Page Layouts
- B. Field Sets
- C. Mini-Page Layouts
- D. Visualforce Pages

Answer: A

NEW QUESTION # 134

Northern Trail Outfitters wants to create a query to populate a data extension with email subscribers who belong to a specific publication list.

Which Data View could they use to achieve this?

- A. Subscribers
- B. _PublicationSubscriber
- C. _ListSubscribers
- D. _EnterpriseAttribute

Answer: C

NEW QUESTION # 135

A Universal Containers customer is having issues with three containers at the customer's site. Each container is tracked as an Asset on the customer's Account.

Which two methods should the Consultant recommend to ensure the service associated with each container can be handled independently?

Choose 2 answers

- A. Add each Asset to a separate Work Order Line Item. Create a Service Appointment for the Work Order.
- B. Add each Asset to a separate Work Order Line Item. Create a Service Appointment for each Line Item.
- C. Add each Asset to a separate Work Order. Create a Service Appointment for each Work Order.
- D. Add each Asset to a separate child Work Order. Create a Service Appointment for the parent Work Order.

Answer: B,C

Explanation:

Explanation

Work Orders are records that track customer requests for service such as repairs or maintenance[47]. Work Order Line Items are records that track specific tasks or products related to a work order[48]. Service Appointments are records that track the date, time, duration, and assigned resource for a work order or work order line item[49]. Adding each Asset to a separate Work Order Line Item or a separate Work Order would allow handling the service associated with each container independently by creating different records for different containers. Creating a Service Appointment for each Line Item or each Work Order would allow scheduling and dispatching the service associated with each container independently by assigning different resources and time slots for different containers. Adding each Asset to a separate child Work Order would create an unnecessary hierarchy of Work Orders that could complicate reporting and scheduling. Creating a Service Appointment for the parent Work Order would not allow handling the service associated with each container independently by assigning one resource and time slot for all containers.

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_order_line_items.htm&type=5

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

NEW QUESTION # 136

An employee at Universal Containers performs the role of a Dispatcher and a Technician.

How should a Consultant configure Salesforce Field Service to support this behavior?

- A. Create one Service Resource and assign the Technician and Dispatcher role.
- B. Create one Service Resource and assign the relevant Permission Set Licenses.
- C. Create two Service Resources and assign them to the employee.
- D. Create two Skills records and assign them to the Service Resource record.

Answer: B

NEW QUESTION # 137

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