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Salesforce Certified Field Service Consultant Sample Questions (Q13-Q18):

NEW QUESTION # 13

An agent has to create a Work Order for a complex installation. A Work Order Line Item is created for each required component so it can be tracked and priced separately. However, a few of the components are only on the company's Preferred Price Book while the others are on the U.S. Price Book.

Which solution should a Consultant recommend so the agent can meet this requirement?

- A. Create one Work Order and override the price on Work Order Line Items for products on the Preferred Price Book.
- B. Create one Work Order for each Price Book and add Work Order Line Items to the appropriate Work Order based on its Price Book.
- C. Create one Work Order and add Work Order Line Items based on the Price Book selected on the Work Type.
- D. Create one Work Order for each Price Book and use Work Types to assign the Price Book to each Work Order Line Item.

Answer: A

Explanation:

A Work Order can have only one Price Book associated with it, which is determined by the Price Book selected on the Work Type. To use products from different Price Books on the same Work Order, the price on Work Order Line Items for products on other Price Books can be overridden manually or by using automation tools such as Process Builder or Apex triggers. Creating one Work Order for each Price Book or using Work Types to assign Price Books to each Work Order Line Item would not allow using products from different Price Books on the same Work Order. 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_types.htm&type=5

NEW QUESTION # 14

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:

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 # 15

A consultant has implemented user territories at Northern Trail Outfitters (NTO) in a private sharing model. A new Midwest Service Territory has been created.

Which two actions should NTO take to give the dispatcher access to all relevant Midwest records? Choose 2 answers

- A. Assign a new user territory and add each of the assigned service resources.
- B. Create a new user territory associated with the Service Territory and dispatcher.
- C. Add the resources assigned to the Service Territory's Member related list.
- D. Configure and run the User Territory Sharing Job in Field Service Settings.

Answer: B,D

Explanation:

User Territories are records that associate users with service territories for sharing purposes[90]. Creating a new user territory associated with the Service Territory and dispatcher would allow giving access to all relevant Midwest records by linking them with their corresponding service territory[91]. Configuring and running the User Territory Sharing Job in Field Service Settings would allow updating sharing rules based on user territories automatically at regular intervals such as daily or weekly[92]. Assigning a new user territory and adding each of the assigned service resources would not give access to all relevant Midwest records

NEW QUESTION # 16

Universal Containers wants to assign Service Appointment based on the Polygon of the child service territory in the hierarchy. How should a Consultant assign Service Appointments to the Polygon?

- A. Set the Territory Assignment Policy to the Highest Level.
- **B. Set the Polygon Assignment Policy to the Lowest Level.**
- C. Set the Territory Assignment Policy to the Lowest Level.
- D. Set the Polygon AssignmentPolicy to the Highest Level.

Answer: B

Explanation:

Polygons are geographic areas that define service territories for scheduling and optimization purposes. The Polygon Assignment Policy determines which polygon in a service territory hierarchy is used to assign service appointments to service resources based on their location or skills. Setting it to the Lowest Level ensures that service appointments are assigned based on the polygon of the child service territory in the hierarchy1. Setting it to the Highest Level would use the polygon of the parent service territory in the hierarchy1. The Territory Assignment Policy determines which territory in a hierarchy is used to filter available resources for scheduling. It does not affect polygon assignment. References: 1 https://help.salesforce.com/s/articleView?id=sf_fs_polygons_overview.htm&type=5

NEW QUESTION # 17

A mobile technician uses parts present in their van to complete an on-site customer installation. The technician has marked the service appointment and work order as completed. They want to record the parts used in completing the job and adjust their van stock. Where should the technician record this information?

- A. The Product Request Line Item associated with the Product
- B. The Product Item Transactions Related List on the Product Item
- **C. The Products Consumed section on the Work Order**
- D. The Work Order Line Item associated with the completed Work Order

Answer: C

Explanation:

The Products Consumed section on the Work Order allows the technician to record the products used and adjust the inventory levels of their van stock. The Product Item Transactions Related List on the Product Item shows the history of product movements, but does not allow recording new transactions. The Work Order Line Item associated with the completed Work Order shows the products required, but not the products used.

The Product Request Line Item associated with the Product shows the products requested, but not the products consumed.

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

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

NEW QUESTION # 18

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