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Salesforce Certified Field Service Consultant Sample Questions (Q21-Q26):

NEW QUESTION # 21

Universal Containers want technicians to view work progress through the work order line-item card in the field service lightning mobile app.

Which configuration steps should a consultant take to meet this requirement?

- A. add the work orderline items related list of the work order page layout and assign thelayout to the technician 's profile.
- B. create a report chart that summarizes work order line items and add a link to theservice appointment layout.
- C. create a custom lightning component that displays work order progress and deploy itto technicians through the field lightning mobile app.
- D. create a custom visual force page and add an external link in the field servicelighting mobile app to view the page in the mobile browser.

Answer: C

Explanation:

A custom lightning component that displays work order progress can be created using Lightning Web Components or Aura Components and deployed to technicians through the Field Service Mobile App using Mobile App Extensions. Adding the work order line items related list to the work order page layout would not show the work progress on the work order line-item card in the Field Service Mobile App. Creating a custom visual force page or a report chart would not be compatible with the Field Service Mobile App user interface.

References: <https://developer.salesforce.com/docs/component-library/documentation/en/lwc> https://developer.salesforce.com/docs/atlas.en-us.lightning.meta/lightning/https://help.salesforce.com/s/articleView?id=sf.fs_mobile_app_extensions.htm&type=5

NEW QUESTION # 22

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

Choose 2? answers

- A. Resource Skill Level
- B. Homebase Travel
- 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

NEW QUESTION # 23

Universal Containers typically performs installs, break-fix, and inspections for all clients. The Service Manager wants to create a template for common work requests. What should a Consultant implement to assist the dispatch team?

- A. Work Types and Skill Requirements for Install, Break-fix, and Inspections.
- B. Work Type Line Items for Install, Break-fix, and Inspections.
- C. Work Order custom fields to define Install, Break-fix, and Inspections.
- D. Work Order Record Types for Break-fix, Install, and Inspection.

Answer: A

Explanation:

Work Types are templates that define the duration, skills, and products required for a work order or work order line item. By creating Work Types and SkillRequirements for Install, Break-fix, and Inspections, Universal Containers can standardize creation of Work Orders with the correct skills and estimated time to completion. Work Order Record Types for Break-fix, Install, and Inspection would allow creatingdifferent page layouts and picklist values for different types of work orders, but not define skills and duration. Work Type Line Items for Install, Break-fix, and Inspections would allow creating templates for work order line items, but

not work orders. Work Order custom fields to define Install, Break-fix, and Inspections would allow capturing additional information for different types of work orders, but not define skills and duration.

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

NEW QUESTION # 24

Which three objects are associated to the Work Type? Choose 3 answers

- A. Resources
- B. Skill Requirements
- C. Service Appointments
- D. Articles
- E. Products Required

Answer: B,C,E

Explanation:

These three objects are associated to the work type, as they define the skills, products, and service appointments that are related to the type of work performed. References: https://help.salesforce.com/s/articleView?id=sf.fs_work_types.htm&type=5

NEW QUESTION # 25

Universal Containers has discovered that many of its Technicians' initial visits require a return visit to complete the work.

Which two approaches should a Consultant recommend to accurately track these visits?

Choose TWO answers

- A. Reschedule the Service Appointment for the new date.
- B. Reschedule the Work Order for the new date.
- C. Create a new Work Order and Service Appointment.
- D. Create a new Service Appointment on the original Work Order.

Answer: A,D

Explanation:

Creating a new Service Appointment on the original Work Order is the best option because it will allow Universal Containers to track the work that was done on the initial visit and the work that needs to be done on the return visit. Rescheduling the Service Appointment for the new date is also a good option because it will allow Universal Containers to track the date and time of the return visit.

The other two options are not as good because they will not allow Universal Containers to track the work that was done on the initial visit. Creating a new Work Order and Service Appointment would create a new record for the return visit, which would not be linked to the original Work Order. Rescheduling the Work Order for the new date would reschedule the entire Work Order, including the initial visit, which would not be accurate.

NEW QUESTION # 26

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