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Salesforce Certified Field Service Consultant Sample Questions (Q23-Q28):

NEW QUESTION # 23

Universal Containers wants to ensure that Service Appointments are only assigned to Active Resources. Which configuration should a Consultant recommend for the Scheduling Policy?

- A. Preferred Resources
- B. Required Resources.

- C. Match Boolean
- D. Match Fields

Answer: C

Explanation:

Match Boolean is an optimization criterion that prioritizes matching service appointments with resources based on boolean fields such as certifications or preferences[139]. Using Match Boolean in the Scheduling Policy would allow Universal Containers to ensure that Service Appointments are only assigned to Active Resources by creating a boolean field on the service resource object such as Active Resource and setting it to true or false depending on their status. Match Fields is an optimization criterion that prioritizes matching service appointments with resources based on fields such as skills or territories[140]. Preferred Resources is an optimization criterion that prioritizes assigning service appointments to resources who have previously completed similar work orders or who are preferred by customers[141]. Required Resources is an optimization criterion that prioritizes assigning service appointments to resources who are explicitly required by customers or dispatchers[142]. References:

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

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

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

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

NEW QUESTION # 24

Universal Containers plans to implement Crew Management to better support its clients. Which area does the Consultant need to consider as part of the recommendation?

- A. A service resource can only be a member of a single Crew.
- B. Salesforce Field Service considers the Recommended Crew Size when assigning appointments.
- C. The Preferred Resource service objective is ignored for active Crew Members.
- D. Capacity-based scheduling is supported for Service Crews.

Answer: D

Explanation:

Capacity-based scheduling is a feature that allows the system to schedule service appointments based on the capacity of the resources. This feature is supported for service crews, which are groups of resources that work together on service appointments.

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

NEW QUESTION # 25

Service Appointments in a "Cannot Complete" status may indicate that an additional part or expert assistance is needed to complete the work. Universal Containers defined that Service Appointments in a "Cannot Complete" status are unable to be rescheduled or unscheduled for history tracking purposes.

Which two items should the Consultant recommend to meet the requirement?

Choose 2 answers

- A. Define "Cannot Complete" as a Pinned Status for Scheduling and Optimization Services
- B. Ensure that Status Transitions are configured to prevent the update from "Cannot Complete" to "Scheduled."
- C. Ensure that Status Transitions are configured to allow the status update from "Cannot Complete" to "Scheduled."
- D. Define "Cannot Complete" as a Pinned Status for Auto-Dispatch Services

Answer: A,B

Explanation:

Status Transitions are settings that define which status updates are allowed or restricted for service appointments[205]. Pinned Statuses are settings that prevent service appointments from being rescheduled or unscheduled by scheduling or optimization services[206]. Ensuring that Status Transitions are configured to prevent the update from "Cannot Complete" to "Scheduled" and defining "Cannot Complete" as a Pinned Status for Scheduling and Optimization Services would allow Universal Containers to ensure that Service Appointments in a "Cannot Complete" status are unable to be rescheduled or unscheduled for history tracking purposes by restricting the status change from "Cannot Complete" to "Scheduled" and preventing scheduling or optimization services from

moving or removing service appointments with the "Cannot Complete" status

[207]. Defining "Cannot Complete" as a Pinned Status for Auto-Dispatch Services would not affect whether Service Appointments in a "Cannot Complete" status are able to be rescheduled or unscheduled. Auto-Dispatch Services are settings that automatically assign service appointments to resources based on predefined criteria[208]. Ensuring that Status Transitions are configured to allow the status update from

"Cannot Complete" to "Scheduled" would not ensure that Service Appointments in a "Cannot Complete" status are unable to be rescheduled or unscheduled. It would enable the status change from "Cannot Complete" to "Scheduled". References:

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

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

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

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

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

NEW QUESTION # 26

Universal Containers wants to prevent the lunch break from interfering with existing scheduled work.

How should a Consultant configure the Scheduling Policy to ensure a 30-minute lunch break that begins every day after 1 PM?

- A. Use appropriate Resource Operating Hours.
- **B. Use the Resource Availability Rule.**
- C. Create a recurring Service Appointment.
- D. Create Resource Absences every day.

Answer: B

Explanation:

Resource Availability Rules are rules that define when resources are available for service appointments based on their working hours, absences, breaks, travel time, etc.[77]. Using the Resource Availability Rule would allow configuring the Scheduling Policy to ensure a 30-minute lunch break that begins every day after 1 PM by setting up criteria such as break duration equals 30 minutes and break start time after 1 PM[78]. Creating a recurring Service Appointment would not ensure a 30-minute lunch break that begins every day after 1 PM.

Recurring Service Appointments are service appointments that repeat at regular intervals such as daily, weekly, or monthly[79].

Using appropriate Resource Operating Hours would not ensure a 30-minute lunch break that begins every day after 1 PM.

Resource Operating Hours are records that define when resources are available for work based on their time zones, business hours, holidays, etc.[80]. Creating Resource Absences every day would not ensure a 30-minute lunch break that begins every day after 1 PM. Resource Absences are records that mark resources as unavailable for work for specific time periods due to sickness, vacation, or other reasons[81]. References: <https://help.salesforce.com/s/articleView?id=sf>.

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

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

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

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

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

NEW QUESTION # 27

Service technicians at AW Computing use the Field Service mobile application when in the field. The technicians rely on Knowledge articles to assist them with completing assigned work.

How should the solution be configured to ensure technicians can access relevant Knowledge articles?

- A. Update the Service Appointment page layout to include the Articles related list.
- B. Add the Knowledge Lightning component to the Field Service mobile app.
- **C. Attach the relevant articles to the work order or work order line items.**
- D. Create a quick action on the work order to search the Knowledge base.

Answer: C

Explanation:

Attaching relevant articles to the work order or work order line items allows technicians to access them offline using the Field Service Mobile App. Creating a quick action on the work order to search the Knowledge base would not ensure offline access, as it would require an internet connection to perform the search. Updating the Service Appointment page layout to include the Articles related list or adding the Knowledge Lightning component to the Field Service Mobile App would not be effective, as technicians

use the Work Order Line Item Card in the Field Service Mobile App to view their assigned tasks. References:
https://help.salesforce.com/s/articleView?id=sf.fs_mobile_app_overview.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.fs_work_order_line_item_card.htm&type=5

NEW QUESTION # 28

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