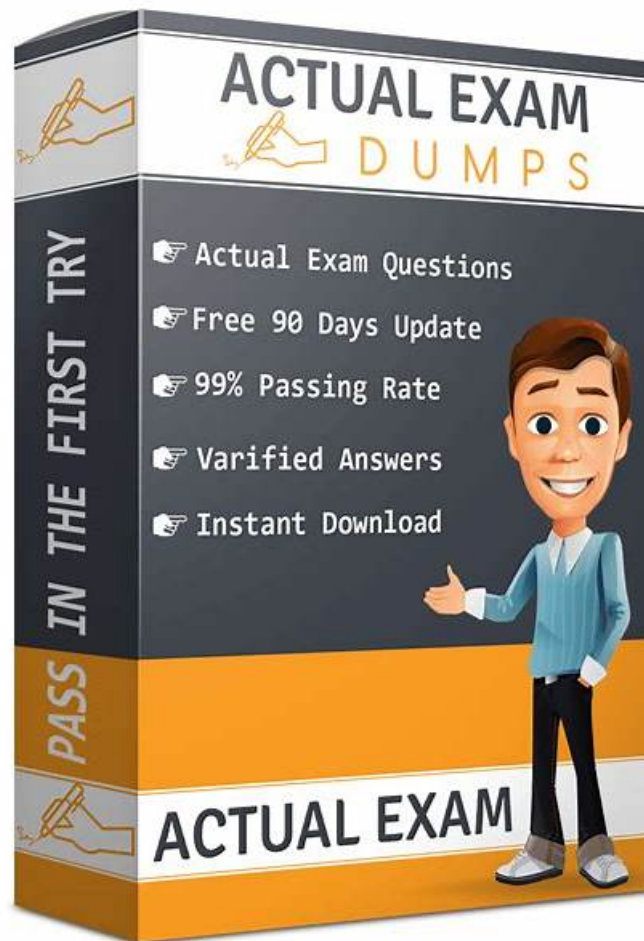


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## Salesforce Certified Field Service Consultant Sample Questions (Q12-Q17):

### NEW QUESTION # 12

Northern Trail Outfitters (NTO) wants to use crews to service its customers. NTO's consultant recommends using the Crew

Management tool to create and maintain the crews, and indicates that access to the tool is given via a permission set. Which two permission sets should give a user access to the Crew Management tool?  
Choose ? answers

- A. FSL Admin Permissions
- B. FSL Resource Permissions
- C. FSL Agent Permissions
- **D. FSL Dispatcher Permissions**

**Answer: D**

Explanation:

These two permission sets give access to the Crew Management tool, which allows creating and managing crews and crew members. References:[https://help.salesforce.com/s/articleView?id=sf.fs\\_crews\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_crews_overview.htm&type=5)

### NEW QUESTION # 13

Northern Trail Outfitters is adding Field Service Schedule Optimization to its Field Service implementation. Which licensing will be required for the Field Service Schedule Optimization user?

- **A. Salesforce License**
- B. Resource License
- C. Dispatcher License
- D. Scheduling License

**Answer: A**

Explanation:

This licensing will be required for the Field Service Schedule Optimization user, as it allows accessing Salesforce features and functionality such as optimization jobs and settings. References:[https://help.salesforce.com/s/articleView?id=sf.fs\\_permission\\_sets.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_permission_sets.htm&type=5)

### NEW QUESTION # 14

Universal Containers provides maintenance and emergency services to its customers. Sending Technicians to emergency calls during the day causes long travel times and reduces the number of appointments that a Technician can complete. Which feature should the Consultant use to reduce travel time and increase Technician productivity?

- A. Fix Overlaps
- **B. Resource Schedule Optimization**
- C. Reschedule Appointment
- D. Fill-in Schedule

**Answer: B**

Explanation:

This feature should be used to reduce travel time and increase technician productivity by automatically scheduling service appointments based on predefined criteria and objectives, such as minimizing travel distance or maximizing utilization. References:[https://help.salesforce.com/s/articleView?id=sf.fs\\_optimizer\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_optimizer_overview.htm&type=5)

### NEW QUESTION # 15

Universal Containers wants to track when Technicians need to visit a customer site multiple times to resolve an issue. How should a Consultant configure this using a single Work Order?

- A. Create a new Child Work Order for each site visit.
- B. Create a new Product Consumed for each site visit.
- C. Create a new Work Order Line Item for each site visit.
- **D. Create a new Service Appointment for each site visit.**

**Answer: D**

Explanation:

Service Appointments are records that track the date, time, duration, and assigned resource for a work order or work order line item [117]. Creating a new Service Appointment for each site visit would allow Universal Containers to track when Technicians need to visit a customer site multiple times to resolve an issue by creating different service appointments for the same work order and capturing notes and status updates for each service appointment. Creating a new Child Work Order for each site visit would create unnecessary records and complexity. Child Work Orders are work orders that are related to another work order as part of a hierarchy [118]. Creating a new Product Consumed for each site visit would not track the site visits. Products Consumed are records that track the products or parts that are used or installed during a service appointment [119]. Creating a new Work Order Line Item for each site visit would not track the site visits. Work Order Line Items are records that track specific tasks or products related to a work order [120]. References:

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### NEW QUESTION # 16

Universal Containers (UC) uses two contractors, Contractor 1 and Contractor 2, to perform repair work.

Contractor 1 has provided services for UC for a longer period of time and is considered to have more repair work expertise than Contractor 2.

How should the Consultant configure the Contractors' experience?

- **A. Assign Contractor 1 and 2 different Skill Levels for repair Work Type.**
- B. Assign Contractor 1 as a Preferred Resource.
- C. Assign Contractor 2 as an Excluded Resource.
- D. Assign Contractor 1 and 2 different capacities for repair work.

**Answer: A**

Explanation:

Skills are records that define specific abilities or qualifications that service resources have [158]. Skill Levels are fields on the skill object that indicate the proficiency or experience of a service resource in a skill [159].

Assigning Contractor 1 and 2 different Skill Levels for repair Work Type would allow Universal Containers to configure the Contractors' experience by setting up criteria such as skill name equals repair and skill level equals high for Contractor 1 and low for Contractor 2. Assigning Contractor 1 as a Preferred Resource would not configure the Contractors' experience. Preferred Resources are optimization criteria that prioritize assigning service appointments to resources who have previously completed similar work orders or who are preferred by customers [160]. Assigning Contractor 1 and 2 different capacities for repair work would not configure the Contractors' experience. Capacities are fields on the service resource object that indicate the number of hours available for work per day or week [161]. Assigning Contractor 2 as an Excluded Resource would not configure the Contractors' experience. Excluded Resources are optimization criteria that prevent assigning service appointments to resources who are explicitly excluded by customers or dispatchers [162].

References: [https://help.salesforce.com/s/articleView?id=sf.fs\\_skills\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_skills_overview.htm&type=5) [https://developer.salesforce.com/docs/atlas.en-us.api.meta/api/sforce\\_api\\_objects\\_skill\\_skilllevel.htm](https://developer.salesforce.com/docs/atlas.en-us.api.meta/api/sforce_api_objects_skill_skilllevel.htm) [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_preferred_resources.htm&type=5) [https://developer.salesforce.com/docs/atlas.en-us.api.meta/api/sforce\\_api\\_objects\\_serviceresource\\_capacityhoursperday.htm](https://developer.salesforce.com/docs/atlas.en-us.api.meta/api/sforce_api_objects_serviceresource_capacityhoursperday.htm) [https://help.salesforce.com/s/articleView?id=sf.fs\\_scheduling\\_policies\\_optimization\\_criteria\\_excluded\\_resources.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_scheduling_policies_optimization_criteria_excluded_resources.htm&type=5)

### NEW QUESTION # 17

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