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Salesforce Certified Field Service Consultant Sample Questions (Q157-Q162):

NEW QUESTION # 157

AW Computing technicians use the field service mobile application exclusively since they are always in the field. Due to frequent schedule changes, the technician should only see one job at a time on the app.

How should the field service administrator ensure this requirement is met?

- A. Set up auto dispatch to dispatch one work order for each technician at a time
- B. Set Send Appointment Notifications on Dispatch in the mobile settings to one.
- C. Instruct the dispatcher to only dispatch one work order to each technician at a time.
- **D. Enable drip feed to dispatch one service appointment per technician at a time.**

Answer: D

Explanation:

Drip feed is a feature that automatically dispatches service appointments to resources based on predefined criteria and time intervals. By enabling drip feed, the system can dispatch one service appointment per technician at a time, and adjust their schedule accordingly.

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

NEW QUESTION # 158

Universal Containers (UC) schedules jobs that require multiple steps when on-site. UC wants to add a new status to the existing status flow.

Which two configurations should the Consultant set up to meet this requirement?

Choose 2 answers

- **A. Add new Status to the Service Appointment.**
- B. Add new Status to the Case.
- C. Add the Status Transitions to the Technicians' Profile.
- **D. Add new status to Status Transitions.**

Answer: A,D

Explanation:

These two configurations allow adding a new status to the existing status flow for Service Appointments, and defining which statuses can transition to or from the new status. References: https://help.salesforce.com/s/articleView?id=sf.fs_status_transitions.htm&type=5

NEW QUESTION # 159

To ensure that preventative maintenance work can be completed on time, Universal Containers wants to automatically generate Work Orders 14 days before the next suggested maintenance date.

How should the Consultant meet this requirement?

- **A. Define a generation horizon of 14 days.**
- B. Define a generation horizon of 20,160 minutes.
- C. Define a generation timeframe of 14 days.
- D. Configure Auto-generate Work Orders to True.

Answer: A

Explanation:

Generation Horizon is a setting that defines how far in advance work orders should be generated from maintenance plans [126]. Defining a generation horizon of 14 days would allow Universal Containers to automatically generate Work Orders 14 days before the next suggested maintenance date by creating work orders from maintenance plans within 14 days of their scheduled date [127]. Defining a generation timeframe of 14 days would not automatically generate Work Orders 14 days before the next suggested maintenance date. Generation Timeframe is a setting that defines how often work orders should be generated from maintenance plans [128]. Configuring Auto-generate Work Orders to True would not automatically generate Work Orders 14 days before the next suggested maintenance date. Auto-generate Work Orders is a setting that enables or disables the automatic generation of work orders from maintenance plans [129]. Defining a generation horizon of 20,160 minutes would not automatically generate Work Orders 14 days before the next suggested maintenance date. Generation Horizon is measured in days, not minutes [130]. References: https://help.salesforce.com/s/articleView?id=sf.fs_maintenance_plans_overview.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.fs_maintenance_plans_generation_horizon.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.fs_maintenance_plans_generation_timeframe.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.fs_maintenance_plans_auto_generate_work_orders.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.fs_maintenance_plans_overview.htm&type=5

NEW QUESTION # 160

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

Answer: A

Explanation:

Field Sets allow controlling which fields are displayed on the Work Order and Service Appointment cards in the Salesforce Field Service mobile app. References: https://help.salesforce.com/s/articleView?id=sf.fs_mobile_fields.htm&type=5

NEW QUESTION # 161

Universal Containers wants to track Technicians' van stock using the Salesforce Field Service mobile app and ensure that Technicians report when parts are used.

Which three data elements should a Consultant recommend tracking to support these requirements?

Choose 3 answers

- A. Warehouse Locations
- B. Products Consumed
- C. Mobile Locations
- D. Products Required
- E. Inventory

Answer: B,C,E

Explanation:

Inventory is used to track product quantities in different locations such as warehouses or vans. Products Consumed are used to report when parts are used by technicians during service appointments and adjust inventory levels accordingly. Mobile Locations are used to track inventory in technicians' vans or trucks using geolocation data from their mobile devices. Warehouse Locations are used to track inventory in fixed locations such as warehouses or depots using address data from their records. Products Required are used to request products from inventory for a service appointment, but do not ensure that technicians report when parts are used.

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

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

NEW QUESTION # 162

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