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Salesforce Certified Field Service Consultant Sample Questions (Q158-Q163):

NEW QUESTION # 158

Universal Containers (UC) has enabled Salesforce Field Service and installed the managed package. UC wants to ensure that Technicians can update their own appointments' status using the Dispatcher console Gantt chart.

Which steps should the Consultant take to meet these requirements?

- A. Create Permission Sets and assign the Salesforce Field Service Scheduling and Mobile Permission Sets to the Resource profile.

- B. Create Permission Sets and assign the Salesforce Field Service Admin Permission Set to Service Resources.
- C. Create Permission Sets and assign the Salesforce Field Service Mobile Permission Set to Service Resources.
- D. Create Permission Sets and assign the Salesforce Field Service Resource Permission Set and Scheduling license to each Technician.

Answer: D

Explanation:

Explanation

Permission Sets are records that grant users access to specific features or apps such as Salesforce Field Service[214]. Scheduling licenses are records that grant users access to scheduling features such as Dispatcher Console or Optimization[215]. Creating Permission Sets and assigning the Salesforce Field Service Resource Permission Set and Scheduling license to each Technician would allow Universal Containers' Technicians to update their own appointments' status using the Dispatcher console Gantt chart by granting them access to Salesforce Field Service mobile app features such as updating status and granting them access to scheduling features such as viewing Gantt chart[216]. Creating Permission Sets and assigning the Salesforce Field Service Scheduling and Mobile Permission Sets to the Resource profile would not allow Technicians

NEW QUESTION # 159

Universal containers products need to be traceable from the factory to customer sites. The products are installed using disposable kits.

How should the consultant configure this?

- A. Create the products and the installation kits as unsterilized inventory.
- B. Create the products and the installation kits as serialized inventory.
- C. Create the products as serialized inventory and the installation kits as unsterilized inventory.
- D. Create the products and the installation kits as a single serialized product.

Answer: C

Explanation:

Explanation

Serialized inventory allows tracking individual product items by serial number, which is useful for traceability from factory to customer sites. Unsterilized inventory allows tracking product quantities without serial numbers, which is suitable for disposable kits that are not reused or returned. Creating both products and kits as serialized or unsterilized inventory would not meet the requirement of traceability for products and disposability for kits. References:

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

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

NEW QUESTION # 160

How should the Consultant recommend visualizing the highest revenue generating Service Appointments on the Gantt?

- A. Use Map Report Layers.
- B. Color code using Gantt Palettes.
- C. Create a Gantt Action to highlight.
- D. Add the relevant field to the Field Set.

Answer: B

Explanation:

Gantt Palettes allow the dispatcher to color code service appointments based on any field value, such as revenue or priority.

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

NEW QUESTION # 161

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. Create a new user territory associated with the Service Territory and dispatcher.

- B. Assign a new user territory and add each of the assigned service resources.
- 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: A,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 # 162

UniversalContainers (UC) wants to deploy Knowledge to its field team,
How should UC ensure its Technicians can access Knowledge Articles offline?

- A. Use the Salesforce mobile app with deep linking to the Salesforce Field Service mobile app.
- B. Create a custom mobile app that syncs articles based on Service Appointment assignments
- C. Use Work Types to assign associated Articles to Work Orders.
- D. **Write a workflow that associates Articles to Work Orders based on a picklist on the work Order.**

Answer: D

Explanation:

Articles are records that contain information or instructions about products, services, or processes[168]. Work Orders are records that track customer requests for service such as repairs or maintenance[169]. Writing a workflow that associates Articles to Work Orders based on a picklist on the Work Order would allow Universal Containers to ensure its Technicians can access Knowledge Articles offline by creating a workflow rule that triggers when a picklist value on the work order is selected and adds the relevant articles to the work order related list[170]. Using Work Types to assign associated Articles to Work Orders would not work because Work Types are records that define the standard tasks and duration for a specific type of work and do not have a direct relationship with articles[171]. Using the Salesforce mobile app with deep linking to the Salesforce Field Service mobile app would not work because deep linking is a feature that allows launching one app from another app and does not affect offline access[172]. Creating a custom mobile app that syncs articles based on Service Appointment assignments would not work because it would require additional development and maintenance and would not leverage the existing Salesforce Field Service mobile app features[173]. References: https://help.salesforce.com/s/articleView?id=sf.knowledge_article_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_orders_knowledge_articles.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.fs_work_types_overview.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.fs_mobile_deep_linking.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.fs_mobile_overview.htm&type=5

NEW QUESTION # 163

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