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## Salesforce Certified Field Service Consultant Sample Questions (Q31-Q36):

### NEW QUESTION # 31

Universal Containers (UC) wants to standardize the process that process that agents use to create and maintain work orders which will help new agents ramp up more quickly and improve data quality and consistency. UC wants key fields, agent instructions and best practices displayed at each step of the Service process on the work order.

What should the consultant implement to meet this requirement?

- A. Enable path for work orders.
- **B. Enable knowledge on work orders.**
- C. Add a lightning component to work orders.
- D. Add compact layouts to work orders.

**Answer: B**

### NEW QUESTION # 32

At Northern Trail Outfitters (NTO), agents are expected to complete a variety of tasks. They create cases and work orders, and need Read access to work types and work rules. They also book and manage appointments, assign mobile resources, and optimize their mobile workforce's schedule.

What is the best permission set(s) a consultant should recommend assigning to NTO agents?

- A. Agent and Resource
- B. Dispatcher
- C. Mobile, Agent, and Resource
- **D. Agent**

**Answer: D**

Explanation:

Explanation

The Agent permission set gives access to create cases and work orders, view work types and work rules, book and manage appointments, assign mobile resources, and optimize schedules. 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 # 33

One of Universal Containers's customers allows maintenance only between 12 PM - 1:00 PM.

On which object should a Consultant set Operating Hours to meet this requirement?

- A. Service Territory Members
- B. Service Territories
- **C. Accounts**
- D. Service Appointments

**Answer: C**

Explanation:

Explanation

This option allows setting operating hours for accounts to specify when service can be performed for customers. References:

[https://help.salesforce.com/s/articleView?id=sf.fs\\_operating\\_hours.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_operating_hours.htm&type=5)

### NEW QUESTION # 34

A Dispatcher at Universal Containers has just been informed that one of their field employees, who has five services schedules for today, called in sick. How should the workload be assigned to other Field Technicians?

- A. Change the Scheduling Policy to "High Intensity" and activate the Background Optimization process.
- B. Ask the Customer Service Rep to call the customers and manually re-schedule for another day.
- C. Drag and drop the Service Appointments to other available Resources and run Optimization.
- **D. Update the Resource as not available, select the affected Service Appointments, and press "Schedule."**

**Answer: D**

Explanation:

Explanation

Updating the Resource as not available allows marking a resource as unavailable for a specific time period due to sickness, vacation, or other reasons[27]. Selecting the affected Service Appointments and pressing

"Schedule" allows rescheduling multiple service appointments at once based on predefined criteria such as travel time or priority[28].

Dragging and dropping the Service Appointments to other available Resources and running Optimization would reschedule service appointments manually and then run an optimization process that could override the manual changes[29]. Asking the Customer

Service Rep to call the customers and manually re-schedule for another day would not use the scheduling features of Field Service and could result in customer dissatisfaction or missed service level agreements. Changing the Scheduling Policy to "High Intensity"

and activating the Background Optimization process would change the optimization criteria for all service appointments and run an optimization process in the background that could take a long time to complete[30]. References:

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

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### NEW QUESTION # 35

A customer wants to import the previous 10 years of customer purchase data in their Marketing Cloud account. Through discovery, it is determined there are over 200 million records they plan to upload via the REST API, and this volume will continue to grow as the current purchase data is added.

Which two questions should be asked for further discovery?

Choose 2 answers

- A. Does their License include the Large Data Extensions feature?
- B. Why do they require 10 years of historical data in Marketing Cloud?
- C. How many API calls are included in their License?
- D. What time of day are the API calls made?

Answer: B,C

### NEW QUESTION # 36

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