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## Salesforce Certified Field Service Consultant Sample Questions (Q144-Q149):

#### **NEW QUESTION # 144**

Northern Trail Outfitters has hired a contractor to help with service calls on an as-needed basis. The contractor should be limited to travel a maximum of 50 minutes from home.

Which action should a consultant recommend?

- A. Assign a high efficiency score.
- B. Include a Match Fields work rule.
- C. Check 'Keep TheseAppointments Scheduled'.
- D. Link rules to Relevance Groups.

#### Answer: B

#### Explanation:

Match Fields work rules are rules that restrict travel distance between home location and first appointment location for

resources[64]. Including a Match Fields work rule would allowlimiting contractors to travel a maximum of 50 minutes from home by setting up criteria such as travel distance less than or equal to 50 minutes between home location field and first appointment location field[65]. Linking rules to Relevance Groups would not limit travel distance between home location and first appointment location for resources.

Relevance Groups are groups of rules that apply only to specific types of services such as emergency or preventive maintenance[66]. Assigning a high efficiency score would not limit travel distance between home location and first appointment location for resources. Efficiency score is a metric that measures how well resources use their working hours based on factors

#### **NEW QUESTION # 145**

Universal Containers' DSO (Days Sales Outstanding) is at an all-time high, and they are evaluating way to shorten the collection time. What will help reduce DSO?

- A. Require approval on all Installations.
- B. Require Technicians sign-off on Work Orders.
- C. Require Technicians log all non-billable hours.
- D. Require customer signature on billable Work Orders

Answer: B

#### **NEW QUESTION # 146**

Which two features on the Dispatcher Console should the Consultant use to visualize Rule Violating Service Appointments? Choose 2 answers

- A. Gantt
- B. Appointment List
- C. Color Palettes
- D. Gantt Map

Answer: A,B

#### **NEW OUESTION # 147**

Universal containers want technicians to view work progress through the work order line-item card in the field service lightning mobile app.

Which configuration steps should a consultant take to meet this requirement?

- A. create a custom visual force page and add an external link in the field servicelightning mobile app to view the page in the
  mobile browser.
- B. create a custom lightning component that displays work order progress and deploy itto technicians through the field lightning mobile app.
- C. create a report chart that summarizes work order line items and add a link to theservice appointment layout.
- D. add the work orderline items related list of the work order page layout and assign thelayout to the technician's profile.

#### Answer: B

#### Explanation:

A custom lightning component that displays work order progress can be created using Lightning Web Components or Aura Components and deployed to technicians through the Field Service Mobile App using Mobile App Extensions. Adding the work order line items related list to the work order page layout would not show the work progress on the work order line-item card in the Field Service Mobile App. Creating a custom visual force page or a report chart would not be compatible with the Field Service Mobile App user interface.

References: https://developer.salesforce.com/docs/component-library/documentation/en/lwc https://developer.salesforce.com/docs/atlas.en-us.lightning.meta/lightning/https://help.salesforce.com/s/articleView?id=sf. fs\_mobile\_app\_extensions.htm&type=5

#### **NEW QUESTION # 148**

Universal Containers UC wants to ensure that technicians enter required information only once when completing work orders on the

field service lightning mobile app. The information entered by technicians need to also update the service appointment and the case that are associated to the work order.

What should consultant leverage to ensure the right data is captured from the field service lightning mobile app?

- A. Lightning component with required field to update the case, work order and service appointment
- B. Quick actions on cases, work orders and service appointment with required fields
- C. Quick action on the work order and flow to update the case and service appointment
- D. Process builder on case to update the service appointment and work order

Answer: C

#### **NEW QUESTION #149**

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