Salesforce

Exam Questions Field-Service-Consultant

Salesforce Certified Field Service Consultant

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NEW QUESTION 1
Universal containers has a large volume of cancellations occurring on their Work Orders. The COO wants to manage Work Order cancellations and subsequent follow-ups. Which two options should a Consultant recommend? Choose 2 answers.

A. Change the Work Order with a closed status of "Cancelled."
B. Change the Work Order with a status of "New."
C. Re-use the existing Work Order for the follow-up.
D. Create a child Work Order for the follow-up Work Order.

Answer: AD

NEW QUESTION 2
Universal Containers's Technicians have 12 mandatory company holidays each calendar year. Technicians need to view all of their absence records at once. Which two applications should a Consultant recommend to meet this requirement? Choose ? answers

A. Salesforce browser-based application
B. Salesforce Field Service mobile application
C. Custom mabile application
D. Salesforce mobile application

Answer: AB

NEW QUESTION 3
Northern Trail Outfitters wants to improve overall responsiveness to customers.
Which Dispatch technique should the Consultant implement to provide the greatest schedule flexibility?

A. Enable Drip-feed to dispatch the next appointments.
B. Shuffle daily work manually via the Gantt.
C. Leverage Resource Schedule Optimization.
D. Configure the Auto Dispatch scheduled job.

Answer: B

NEW QUESTION 4
How should a Consultant configure Salesforce Field Service to ensure agents and dispatchers can quickly create Work Orders with the appropriate materials?

A. Create Work Types with Work Order Line Items.
B. Create Work Types with Products Consumed.
C. Create Work Types and Locations.
D. Create Work Types with Products Required.

Answer: D

NEW QUESTION 5
Universal Containers outsources 100 hours of weekly maintenance to an external Contractor. Jobs are assigned to a Contractor Manager instead of individual external technicians. The Contractor Manager is in charge of updating Service Appointments and Work Orders upon completion.
How should a Consultant implement the requirement?

A. Create the individual Technicians as Service Crew Members.
B. Set the individual Technicians as Capacity-Based Service Resources.
C. Set the Contractor Manager as a Capacity-Based Service Resource.
D. Create the Contractor Manager as a Crew Service Resource.

Answer: C

NEW QUESTION 6
Universal Containers has a call center that responds to requests from customers and schedules time for Field Service Engineers (FSEs) to perform work on assets owned by the client. Call Center Agents are responsible for booking appointments.
Which permission set license should be assigned to the Call Center Agents?

A. FSL Resource License
B. FSL Admin License
C. FSL Agent License
D. FSL Dispatcher License

Answer: C

NEW QUESTION 7
Technicians often need to generate a report in the customer's language.
Which configuration should the Consultant recommend to meet the requirement?

A. Update the Language of the current User.
B. Add the Service Report Language field to the Work Order Page Layout.
C. Add the Language field to the Contact Page Layout.
D. Update the Default Language of the Organization.

Answer: B

NEW QUESTION 8
Universal Containers (UC) normally focuses on minimizing travel. Weather can cause situations that require expedited on-site service.
How should a Consultant recommend UC handle unplanned service during times of severe weather?

A. Postpone all lower-priority jobs and extend Due Dates.
B. Configure an Emergency Policy and use the Emergency Wizard.
C. Manually flag Service Appointments as "In Jeopardy" due to weather.
D. Configure a new Service Level for immediate assignment.

Answer: B

NEW QUESTION 9
Universal Containers requires trained inspectors to make three site visits per year to inspect containers at customer sites. These visits must be created 14 days before the next suggested inspection date.
What are two ways 3 Consultant can configure Maintenance Plans to meet the requirement? Choose 2 answers

A. Associate a Required Skill called Site Visit to a Maintenance Plan.
B. Associate 2 Work Type called Site Visit to a Maintenance Plan
C. Aute-generate Work Orders with a 14 daya Generation Timeframe.
D. Auto-generate Work Orders with a 14 day Generation Horizon.

Answer: BD

NEW QUESTION 10
A Dispatcher notices that the Crew assigned to a Service Appointment is missing a skill for the work assigned. How can the Dispatcher update the Service Crew to meet those requirements?

A. Create a new Service Appointment with a different Crew.
B. Edit the Service Appointment and add a néew Service Resource.
C. Update the Service Crew on the Service Appointment's Work Type.
D. Use the Crew Management tool to add Service Resources to the Crew.

Answer: D

NEW QUESTION 10
Which three objects are associated to the Work Type? Choose 3 answers

A. Skill Requirements
B. Resources
C. Service Appointments
D. Articles
E. Products Required

Answer: BDE

NEW QUESTION 15
Which two objects are required when configuring an optimization job? Choose 2? answers

A. Service Territory
B. Scheduling Policy
C. Work Type
D. Polygons

Answer: AB

NEW QUESTION 19
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 Territories
B. Service Territory Members
C. Service Appointments
D. Accounts

Answer: D

NEW QUESTION 23
Universal Containers typically performs installs, break-fix, and inspections for all clients. The Service Manager wants to create a template for common work requests. What should a Consultant implement to assist the dispatch team?

A. Work Order Record Types for Break-fix, Install, and Inspection.
B. Work Type Line Items for Install, Break-fix, and Inspections.
C. Work Types and Skill Requirements for Install, Break-fix, and Inspections.

D. Work Order custom fields to define Install, Break-fix, and Inspections.

Answer: C

NEW QUESTION 26
A service technician at Ursa Major Solar handles yearly maintenance checks. The job usually lasts 2 to 3 hours. Due to the lack of customer availability, many appointments are cancelled or need to be rescheduled at the last minute.
Which two features would be most helpful in aiding the dispatcher with updated schedules for technicians? Choose 2 answers

A. Reshuffle
B. Group Nearby
C. Resource Schedule Optimization
D. In-day Optimization

Answer: AB

NEW QUESTION 31
Northern Trail Outfitters (NTO) wants to track and report on individual tasks completed, including parts consumed and pricing details, as part of the Work Order completion process. NTO wants to schedule one or multiple tasks to different Technicians as needed.
How should the Consultant meet the requirement utilizing the standard Salesforce Field Service Data Model?

A. Create Custom Object records, each with its own child Service Appointment.
B. Create multiple Service Appointments, each with its own child task records.
C. Create multiple Service Appointments, each with its own child Work Order Line Item.
D. Create Work Order Line Items, each with its own child Service Appointment.

Answer: D

NEW QUESTION 36
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. Link rules to Relevance Groups.
B. Assign a high efficiency score.
C. Check 'Keep These Appointments Scheduled'.
D. Include a Match Fields work rule.

Answer: B

NEW QUESTION 41
Universal Containers Technicians frequently need to request more parts from another inventory location when stock runs low.
How can Universal Container Technicians achieve this for each product requested?

A. Create a Shipment and a Product request line item.
B. Create a Product Consumed and a Produc request line item.
C. Create a Product Request and a Product request line item.
D. Create a Work Order Line Item and a Product request line item.

Answer: C

NEW QUESTION 45
When completing a Work Order in the field, the Technician needs to capture two signatures to ensure compliance.
Which steps are needed to configure the signature capture?

A. Create a Flow that adds two Signature Blocks when the Service Report is generated,
B. Create relevant Signature Types and add Signature Blocks to the Service Report Template.
C. Create two custom fields for the Service Appointment and use Flows to capture each signature.
D. Create two Service Reports and add one Signature Block to each Report.

Answer: B

NEW QUESTION 48
in which two scenarios should a consultant recommend multi day service appointment? Choose 2 answers

A. Jobs can take longer than the available resources hours in a day.
B. jobs need to be performed at the same site on the same day of the week.
C. jobs require multiple stages of work performed by different resources.
D. jobs require consecutive days of work and can span over weekends.

Answer: AD

NEW QUESTION 49
Universal Containers offers 2-hour versus 4-hour appointment booking windows for Gold versus Standard Customers. What should a Consultant recommend to offer appropriate appointment booking windows?

A. Service Due Date
B. Customer Working Hours
C. Customer Entitlement
D. Service Urgency

Answer: C

NEW QUESTION 52
Universal Containers wants Technicians to view work progress through the Work Order Line Item card in the Salesforce Field Service mobile app.
Which configuration steps should 8 Conzultant take to meet this requirement?

A. Create a custom Visuaiforce page and add an extemal link in the Salesforce Field Service mobile app to view the page in the mobile browser.
B. Create a Report Chart that summarizes wk Order Line Items and add 2 link to the Service Appointment layout.
C. Add the Work Order Line Items related list to the Work Order page layout and assign the layout to the Technician's profile.
D. Create a custom Lightning Component that displays Work Order progress and deploy it to Technicians through the Salesforce Field Service mobile app.

Answer: C

NEW QUESTION 54
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: A

NEW QUESTION 57
Universal Containers's Technicians may be assigned to Jobs with an arrival window to meet the customer appointment time preference. Technicians are also assigned to Jobs without a preferred appointment time.
In which two ways should the Consultant define Operating Hours to meet this requirement? Choose 2 answers

A. The Maintenance Plan for the Account
B. The Due Date of the Service Appointment
C. The Time Slots for Appointment Booking
D. When Service Resources are available for work

Answer: BC

NEW QUESTION 61
Universal Containers performs multi-staged jobs, where the second job can only begin after completion of the first job. How should a Consultant recommend implementing this process?

A. Create two Service Appointments, set the Related Service Appointment and Time Dependency.
B. Create one Service Appointment with the total duration of the two jobs and assign two Resources.
C. Create two Service Appointments and schedule them to the same Resource.
D. Create one Service Appointment and schedule it to two different Resources.

Answer: A

NEW QUESTION 65
AW Computing uses a private record access model in the sales, support, and field service organizations. How should the system administrator ensure that the technicians have the appropriate access to the service
appointments dispatched to them?

A. Create a user territory for the technicians' primary and secondary territories.
B. Create a process to change the owner of the service appointment to the assigned technician.
C. Enable the sharing features in the Field Service settings in the Setup menu.
D. Configure a sharing rule to share dispatched service appointments with the assigned resource.

Answer: A

NEW QUESTION 70
Universal Containers has discovered that many of its Technicians' initial visits require a return visit to complete the work.
Which two approaches should a Consultant recommend to accurately track these visits? Choose ? answers

A. Create a new Work Order and Service Appointment.
B. Reschedule the Work Order for the new date.
C. Reschedule the Service Appointment for the new date.
D. Create a new Service Appointment on the original Work Orde

Answer: CD

NEW QUESTION 71
A Universal Containers customer is having issues with three containers at the customer's site. Each container is tracked as an Asset on the customer's Account.
Which two methods should the Consultant recommend to ensure the service associated with each container can be handled independently?
Choose 2 answers

A. Add each Asset to a separate Work Order Line Ite
B. Create a Service Appointment for each Line Item.
C. Add each Asset to a separate child Work Orde
D. Create a Service Appointment for the parent Work Order.
E. Add each Asset to a separate Work Order Line Ite
F. Create a Service Appointment for the Work Order.
G. Add each Asset to a separate Work Orde
H. Create a Service Appointment for each Work Order.

Answer: CD

NEW QUESTION 74
One of the products sold by Universal Containers requires quarterly service appointments. Which feature should a Consultant use to meet this requirement?

A. Define a repeating Work Type.
B. Implement Path for Work Orders.
C. Build a Process for Service Appointments.
D. Configure a Maintenance Plan.

Answer: D

NEW QUESTION 75
Each container consists of multiple parts that are tracked by Asset records. Universal Containers's customers usually wait until several parts need service before requesting a Technician come on-site to save money on service charges.
How should a Consultant configure Salesforce Field Service to track the work performed?

A. Create a Work Type and Work Order for each Asset being serviced.
B. oO Create a Work Order and Work Order Line Item for each Asset being serviced.
C. Create a Work Order for all Assets being serviced and a Work Order Line Item for each Product Consumed.
D. Create a Work Type to automatically create relevant line items for each Asset.

Answer: B

NEW QUESTION 77
Universal Containers wants to offer customers a Maintenance Plan that provides 12 monthly checkups. The customer will call to schedule each visit.
How should a Consultant configure the Maintenance Plan to meet this requirement?

A. Set Frequency to 1 Month; Generation Timeframe of 1; check Auto-generate work orders.
B. Set Frequency to 1 Month; Generation Timeframe of 12; uncheck Auto-generate work orders.
C. Set Frequency to 1 Month; Generation Timeframe of 12; check Auto-generate work orders.
D. Set Frequency to 1 Month; Generation Timeframe of 1; uncheck Auto-generate work orders.

Answer: D

NEW QUESTION 80
Ursa Major Solar (UMS) has implemented Field Service using a private record access model. UMS has also set work types to automatically generate Service Appointments.
Which two sharing options are available for these Service Appointments? Choose 2 answers

A. A Service Appointment can be shared by clicking Sharing on the record.
B. The Service Appointment's parent record can be shared with the assigned resource.
C. Auto-generated scheduled Service Appointments will be shared with resources.
D. Make the dispatcher the assigned resource on the Service Appointments.

Answer: AD

NEW QUESTION 85
Universal container needs to verify that a repair job has been completed to the customer satisfaction before an invoice can be generated
Which two items should the consultant consider? Choose 2 answers

A. Generate service in the organization's default language
B. Send a feedback survey to the customer when a service appointment is completed
C. Configure signature blocks for service report templates
D. Add service reports templates to the appropriate repair work type

Answer: BC

NEW QUESTION 87
Service technicians at AW Computing use the Field Service mobile application when in the field. The technicians rely on Knowledge articles to assist them with completing assigned work.
How should the solution be configured to ensure technicians can access relevant Knowledge articles?

A. Create a quick action on the work order to search the Knowledge base.
B. Attach the relevant articles to the work order or work order line items.
C. Update the Service Appointment page layout to include the Articles related list.
D. Add the Knowledge Lightning component to the Field Service mobile app.

Answer: B

NEW QUESTION 89
Each door lock that Universal Containers (UC) sells has a unique 20 digit code. The code represents the manufacturer, production run, and production number.
UC needs to track each lock. In addition to the installed locks, all Technicians carry five replacement units in their van stock,
How should UC track the van stock door locks?

A. Create a product item and enter the serial numbers in the related list.
B. Create a product item with all the serial numbers in the notes section.
C. Create a product item for each door lock utilizing standard fields.
D. Create a product item and enter the Technicians' lock quantity.

Answer: C

NEW QUESTION 92
Service appointments in a "cannot complete" status may indicate that an additional part or expert assistance is needed to complete the work. Universal containers defined that service appointments in a "cannot complete" status are unable to be rescheduled or unscheduled for history tracking purposes.
Which two items should the consultant recommend to meet the requirement? Choose 2 answers

A. Define "cannot complete" as a pinned status for auto-dispatch services.
B. Define "cannot complete" as a pinned status for scheduling and optimization services.
C. Ensure that status transitions are configured to prevent the update from "cannot complete" to "none'.
D. Ensure that status transition are configured to allow the status update from "cannot complete" to "scheduled".

Answer: BC

NEW QUESTION 94
Universal Containers wants to ensure Technicians have the correct equipment before arriving at a Job site. Which two considerations should the Consultant take into account when configuring Salesforce Field Service? Choose 2 answers

A. Quantity and Unit of Measure are required when adding a Required Product.
B. Validation Rules and Triggers created on the Work Order and Work Order Line Item objects are automatically recreated for Work Types.
C. Required Products must be added to both the Work Order and all Work Order Line Items.
D. Work Types can be configured to include Required Products on Work Orders and Work Order Line Items.

Answer: BD

NEW QUESTION 96
Universal Containers wants to track the time a Service Resource spends on each step of more complex repair jobs. This time could include travel, prep and on-site time.
How could the Service Resource's Time Sheet be configured to track the total time spent on each step?

A. Relate the Time Sheet Entries to the Service Appointment.
B. Relate the Time Sheet to the Service Appointment.
C. Relate the Time Sheet to the Work Order Line Item.
D. Relate the Time Sheet Entries to the Work Order Line Item.

Answer: D

NEW QUESTION 101
A customer makes one appointment for the sales department, and another appointment for the service department. The two appointments should be handled on the same day, but should be created as separate appointments. In addition, the Technician must complete one appointment before starting the next. The agent wants to make sure these two appointments are scheduled together and in sequence.
Which three things should the Consultant verify to ensure these requirements are met and simultaneous scheduling will occur? Choose 3 answers

A. The checkbox Use all-or-none scheduling for related appointments in Field Service Settings is selected.
B. The Dependency Type is set to Start After Finish and Same Day on the first service appointment in the dependency.
C. A dependency has been created between the two appointments and the start times are the same.
D. The Same Resource and Same Day fields appear on the Service Appointments page layout.
E. The Complex Work Visualforce page is added to the Service Appointments page

Answer: ABE

NEW QUESTION 106
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

NEW QUESTION 110
Universal Containers (UC) has 140 service resources who handle 2,400 service appointments per day.
How should UC define Service Territories to ensure a high quality of optimization and dispatcher experience?

A. Three Service Territories with fewer than 50 resources
B. Two Service Territories that split the Service Resources evenly
C. One Service Territory with four Polygons
D. Five Service Territories with fewer than 500 Service Appointments per day

Answer: A

NEW QUESTION 114
A technician needs to get replacement part for damaged inventory on them for an upcoming job.
To which object should the technician add a product request record?

A. work types
B. work order
C. service appointment
D. service report

Answer: B

NEW QUESTION 117
Universal Containers wants to dispatch groups of Service Appointments to their Technicians. The number of Service Appointments dispatched at a time varies among different Service Territories.
Which two settings should a Consultant enable to ensure Service Appointments are dispatched correctly? Choose 2 answers

A. Set the Service Appointment to Dispatch in Field Service Settings.
B. Enable Drip Feed Dispatching in Field Service Settings.
C. Set the Number of Services to Drip Feed on the Service Territory.
D. Enable Sharing of Dispatched Service Appointments.

Answer: BC

NEW QUESTION 118
universal container wants its technician to follow a standard operating procedure (S O P) while performing maintenance on an individual asset. Each operation should be captured independently to allow technician to enter note and update status they progress with the work preventative maintenance should be with a single visit
Which data model should the consultant recommend to the universal container?

A. Work order to represent the preventative maintenance on the asset - work order line item to represent the different operations - service appointment to represent the visit
B. Service appointment to represent ante the preservative maintenance on the asset - work order line item to represent the different operations - work order to represent the visit
C. Work order to represent the preventative maintenance on the asset - service appointment to represent the different operations - work order line item to represent the visit
D. Work order line item represent the preventative Maintenance on the asset - work order represent the different operations- service appointment to represent visit

Answer: A

NEW QUESTION 121
Universal Containers sells widgets with multiple components. Based on a problem reported by a customer, one or more of the components need to be replaced.
What should a Consultant recommend to accurately record the required work?

A. Work Orders with Service Appointments
B. Work Orders with Work Order Line Items
C. Service Appointments and Service Appointment Line Items
D. Work Orders with Products Consumed

Answer: B

NEW QUESTION 122
Universal Containers performs service on field assets that require a sequence of work tasks. A Consultant has recommended Work Order Line Items to manage the tasks and assets/parts necessary to manage the work. Which two of the following must be considered as part of this solution to ensure Work Orders are properly completed? Choose 2 answers

A. Use of Standard Reports to view Parent and Root Work Order Lines Items within Work Orders by Customer.
B. Use of Work Order Line Items that automatically inherit the hierarchy of Assets attached to Work Order.
C. Use of Work Order Line Items to link to a specific Asset within the Asset Hierarchy that represents the BoM.
D. Use of a parent-child Work Order Line Item to create a Work Order Line Item hierarchy.

Answer: AD

NEW QUESTION 125
Which two features on the Dispatcher Console should the Consultant use to visualize Rule Violating Service Appointments? Choose 2 answers

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

Answer: BD

NEW QUESTION 127
An agent has to create a Work Order for a complex installation. A Work Order Line Item is created for each required component so it can be tracked and priced separately. However, a few of the components are only on the company's Preferred Price Book while the others are on the U.S. Price Book.
Which solution should a Consultant recommend so the agent can meet this requirement?

A. Create one Work Order and add Work Order Line Items based on the Price Book selected on the Work Type.
B. Create one Work Order for each Price Book and use Work Types to assign the Price Book to each Work Order Line Item.
C. Create one Work Order and override the price on Work Order Line Items for products on the Preferred Price Book.
D. Create one Work Order for each Price Book and add Work Order Line Items to the appropriate Work Order based on its Price Book.

Answer: D

NEW QUESTION 130
Technicians at Universal Containers use the Salesforce Field Service mobile app at customer sites. After completing work, the Technician updates the Service Appointment status to Complete and saves the record. Dispatchers see the appointment as Dispatched on the console instead of seeing the Complete status update.
Which two troubleshooting steps should a Consultant take to resolve the issue? Choose 2 answers

A. Investigate the Work Order lifecycle.
B. Confirm the Technician's mobile device is online.
C. Verify the Dispatcher ran the Service Appointment data job.
D. Review Service Appointment automation.

Answer: BD

NEW QUESTION 131
An employee at universal container performs the role of a dispatcher and a technician
How should a consultant configure the field service lightning to support this behavior?

A. Create one service resource and assign the relevant permission set license
B. Create two skills records and assign them to service resources record
C. Create two service resource and assign them to the employee
D. Create one service resource and assign the technician and dispatcher role

Answer: A

NEW QUESTION 135
Universal Containers operates in a highly regulated industry. Technicians must conduct quarterly inspections for all customers in their region. Each inspection should be completed within a single visit and include all installed assets on site. Which two Maintenance Plan settings should the Consultant recommend? Choose 2 answers

A. Service Appointment Generation Method = One Service Appointment per Work Order
B. Work Order Generation Method = One Work Order per Asset
C. Work Order Generation Method = One Work Order Line Item per Asset
D. Service Appointment Generation Method = One Service Appointment per Work Order Line Item

Answer: AC

NEW QUESTION 140
Universal Containers is deploying Field Service Lightning in Europe, where pricing varies by country. What Price Book structure is recommended?

A. Utilize a custom Price Book specific to each country.
B. Utilize the standard Price Book with pricing rules applied.
C. Utilize a custom Price Book with pricing rules applied.
D. Utilize a standard Price Book specific to each country.

Answer: A

NEW QUESTION 145
universal containers wants to provide a view of emergency work that is only visible to dispatchers
What should the consultant do to meet the requirement?

A. Custom gantt filter
B. Custom lightning component
C. Custom report in a private report folder
D. Custom list view

Answer: A

NEW QUESTION 146
universal containers wants to report on the volume of products installed within a specific timeframe.
Which solution should the consultant utilize to meet the requirement?

A. A work order related list on asset
B. A custom installation date field on products consumed
C. Field history tracking on asset
D. The standard installation date field on asset

Answer: D

NEW QUESTION 151
Universal Containers needs to send Technicians into the field to service containers. It takes two Technicians with specialized skills to complete the work at the same time. How should a Consultant implement this requirement?

A. Create a crew with two Technicians.
B. Create a work rule with two required skills.
C. Create a single Service Appointment.
D. Create two Service Crews.

Answer: A

NEW QUESTION 153
Universal containers (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 field service lightning Mobile App.
B. Use work types to assign associated articles to work order.
C. Create a custom Mobile App that syncs articles based on service appointment assignments.
D. Write a workflow that associates articles to work orders based on a picklist on the work order.

Answer: B

NEW QUESTION 156
Universal Containers (UC) is rolling out Inventory Management to better manage parts and inventory. UC wants to automatically associate certain parts and products to Work Orders upon creation based on the work to be performed.
How should the Consultant meet this requirement?

A. Add Products to the Products Required Related List on the Asset object.
B. Add Products to the Work Order Products Related List on the Asset object.
C. Add Products to the Products Required Related List on the Work Type object.
D. Add Products to the Work Order Products Related List on the Work Type object.

Answer: C

NEW QUESTION 157
Universal Containers is implementing Work Order Management to better support its clients.
Which two approaches should the Consultant consider to create work skills for the Service Resources? Choose 2 answers

A. Create the work skills using the FSL Lightning Web Componen
B. Assign the skills to Service Resources.Add the skill to Work Types and Work Orders.
C. Create the work skills using the Guided Setup wizard
D. Assign the skills to Service Resources using Guided Setup.
E. Create the work skills using the FSL Lightning Managed Package wizar
F. Assign the skills to Service Resource
G. Add the skill to Work Types and Work Orders.
H. Create the work skills using Setu
I. Manually as Resources.

Answer: BD

NEW QUESTION 159
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. Dispatcher
B. Agent and Resource
C. Agent
D. Mobile, Agent, and Resource

Answer: D

NEW QUESTION 164
A Technician at Universal Containers (UC) is responsible for servicing multiple Assets at a customer site during a single visit. UC wants to minimize impact for the customer and consolidate work for its Technician.
What should the Consultant recommend to meet this requirement?

A. Create and schedule independent Work Orders for each Asset, each with a Service Appointment.
B. Create and schedule a Service Appointment with a single Work Order with Work Order Line Items for each Asset.
C. Create designated Time Slots to ensure appropriate time is held to accommodate these types of visits.
D. Create a single Work Order with Work Order Line Items for each Asset, each with a Service Appointment.

Answer: B

NEW QUESTION 168
An employee at Universal Containers performs the role of a Dispatcher and a Technician. How should a Consultant configure Salesforce Field Service to support this behavior?

A. Create one Service Resource and assign the relevant Permission Set License
B. pee
C. Create two Service Resources and assign them to the employe
D. &
E. Create one Service Resource and assign the Technician and Dispatcher role.
F. Create two Skills records and assign them to the Service Resource record.

Answer: A

NEW QUESTION 170
Northern Trail Outfitters wants to report on its Assets and reflect their attributes including hierarchical relationships.
How should the Consultant meet this requirement?

A. Use the Assets without Products report.
B. Use standard reports and reference the Parent Asset and Root Asset fields.
C. Create custom reports and reference the Parent Asset and Root Asset fields.
D. Enable and customize the View Asset Hierarchy action.

Answer: C

NEW QUESTION 172
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. Drag and drop the Service Appointments to other available Resources and run Optimization.
B. Ask the Customer Service Rep to call the customers and manually re-schedule for another day.
C. Change the Scheduling Policy to "High Intensity" and activate the Background Optimization process.
D. Update the Resource a not available, select the affected Service Appointments, and press "Schedule."

Answer: A

NEW QUESTION 175
Northern Trail Outfitters (NTO) wants to automatically dispatch a Technician's next two Service Appointments after the Technician completes their current Service Appointment. NTO wants to be consistent across all of the Service Territories and control the number of Service Appointments that are pushed to the Technician.
What automated processing should the Consultant configure upon Work Order completion to dispatch the next two Appointments?

A. Build a Workflow Rule.
B. Create an Apex Trigger.
C. Enable Drip feed Dispatch.
D. Configure an Auto Dispatch Scheduled Job.

Answer: C

NEW QUESTION 180
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. Reschedule Appointment
B. Fill-in Schedule
C. oO Resource Schedule Optimization
D. Fix Overlaps

Answer: C

NEW QUESTION 181
Universal Containers (UC) wants to schedule Work Orders only if Technicians have the necessary qualifications to complete the designated work.
In which two ways can UC achieve this? Choose ? answers

A. Leverage the Match Skills Work Rule when scheduling appointments.
B. Leverage the Match Skills Scheduling Policy when scheduling appointments.
C. Create Skills that relate to qualifications from Setup and assign them to a Service Resource.
D. a Create Skills that relate to qualifications from the Skills tab and assign them to a Service Resource.

Answer: AC

NEW QUESTION 182
Optimization for the Midwest territory is set to automatically run each night for the next three days. The Dispatcher has noticed that the optimizer is leaving many Service Appointments unscheduled and has asked the Consultant to troubleshoot the issue. The Consultant notices that the Optimization Run Time per Service Appointment is set to Low in the Field Service Settings.
Which two conditions would make the Consultant consider setting the optimizer to High? Choose 2 answers

A. Most service appointments have the same priority.
B. The Scheduling Policy Used field is blank.
C. The scheduling policy is producing too many candidates that qualify for each Service Appointment.
D. The Calculate travel and breaks Field Service Setting is disabled for the Service Resource Availability work rule.

Answer: AC

NEW QUESTION 185
universal containers need to send the technician into the field to service containers. It takes two technicians with specialized skill to complete the work at same time.
How should the consultant make this requirement?

A. Create a work rule with two required skills
B. Create a two-service crew
C. Create a crew with two technicians

Answer: C

NEW QUESTION 189
Northern Trail Outfitters (NTO) asks its clients for feedback on every service visit. NTO wants to dispatch the appropriate Technicians based on customer feedback.
What are two ways the Consultant can meet this requirement? Choose ? answers

A. Configure and add excluded and required resource Work Rules to scheduling policies.
B. Configure resource preferences on the Account or Work Order.
C. Configure and add excluded and required resource business objectives to scheduling policies.
D. Configure customer preferences on the Service Resource record.

Answer: AB

NEW QUESTION 193
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