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Question: 1

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: A, D

Explanation:

[Reshuffle allows the dispatcher to automatically reschedule service appointments for a specific date range based on the current schedule and optimization rules](#)¹. [In-day Optimization allows the dispatcher to optimize the schedule for a specific resource or territory based on real-time events such as cancellations or delays](#)².

Reference: ¹ https://help.salesforce.com/s/articleView?id=sf.fs_reshuffle.htm&type=5 ² https://help.salesforce.com/s/articleView?id=sf.fs_in_day_optimization.htm&type=5

Question: 2

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: B, C

Explanation:

[Pinned statuses prevent service appointments from being rescheduled or unscheduled by scheduling and optimization services](#)³. [Status transitions define the valid status changes for service appointments based on business rules](#).

Reference: ³

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

Question: 3

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: D

Explanation:

Service Territories are used to group resources and service appointments based on geographic areas or other criteria. The recommended limit for service appointments per territory per day is 500 for optimal performance and user experience. Reference:

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

Question: 4

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

Explanation:

A custom Price Book allows different prices for the same products in different markets. A standard Price Book has the same prices for all markets. Pricing rules are not available for Field Service

Lightning.

Reference:

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

Question: 5

A mobile technician uses parts present in their van to complete an on-site customer installation. The technician has marked the service appointment and work order as completed. They want to record the parts used in completing the job and adjust their van stock.

Where should the technician record this information?

- A. The Product Item Transactions Related List on the Product Item

- B. The Work Order Line Item associated with the completed Work Order
- C. The Products Consumed section on the Work Order
- D. The Product Request Line Item associated with the Product

Answer: C

Explanation:

The Products Consumed section on the Work Order allows the technician to record the products used and adjust the inventory levels of their van stock. The Product Item Transactions Related List on the Product Item shows the history of product movements, but does not allow recording new transactions. The Work Order Line Item associated with the completed Work Order shows the products required, but not the products used. The Product Request Line Item associated with the Product shows the products requested, but not the products consumed. Reference:

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

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

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

Question: 6

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: C, D

Explanation:

Work Order Line Items can be used to link to specific Assets within an Asset Hierarchy that represents a Bill of Materials (BoM). Work Order Line Items can also be used to create a hierarchy of tasks that need to be performed in a sequence. Standard Reports do not show Parent and Root Work Order Line Items within Work Orders by Customer. Work Order Line Items do not automatically inherit the hierarchy of Assets attached to Work Order. Reference:

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

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

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

Question: 7

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

Explanation:

Work types can be used to assign associated articles to work orders, which can be accessed offline by technicians using the Field Service Mobile App. The Salesforce Mobile App does not have deep linking to the Field Service Mobile App. Creating a custom Mobile App that syncs articles based on service appointment assignments is not necessary and would require additional development and maintenance. Writing a workflow that associates articles to work orders based on a picklist on the work order is not recommended and would not ensure offline access. Reference:

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

Question: 8

Geolocation tracking is enabled for Universal Containers's Technicians but should only apply to fulltime employees. How can geolocation tracking for contractors be disabled?

- A. Set the Geolocation Update Frequency field to zero for contractors.
- B. Add the Exclude Technician from Geolocation Tracking permission to a permission set and assign it to contractors.
- C. Uncheck the Geocoding field on the Contractor's profile.
- D. A Uncheck the Collect Service Resource Geolocation History field in Field Service Mobile Settings.

Answer: B

Explanation:

The Exclude Technician from Geolocation Tracking permission allows disabling geolocation tracking for specific service resources by assigning them a permission set with this permission. Setting the Geolocation Update Frequency field to zero for contractors would not disable geolocation tracking, but would make it update less frequently. Unchecking the Geocoding field on the Contractor's profile or the Collect Service Resource Geolocation History field in Field Service Mobile Settings would not affect geolocation tracking, as these are not related settings. Reference:

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

Question: 9

One of Universal Containers' customers reported that the Technician sent to their site left without cleaning up the work area afterward.

How can Universal Containers ensure that a different Technician is assigned all future work for that Customer?

- A. Assign the Technician to a new Service Territory.
- B. Remove the Technician as a Preferred Resource.
- C. Create an Excluded Resource for the Account.
- D. Create a new Work Order Validation Rule.

Answer: C

Explanation:

Excluded Resources are used to prevent certain service resources from being assigned to specific accounts or locations based on customer feedback or preferences. Assigning the Technician to a new Service Territory would affect all their service appointments, not just those for that Customer. Removing the Technician as a Preferred Resource would not prevent them from being assigned to that Customer, but would lower their priority. Creating a new Work Order Validation Rule would not affect the scheduling or optimization of service appointments, but would only validate data entry on work orders.

Reference:

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

Question: 10

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:

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.

Reference:

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

Question: 11

Northern Trail Outfitters is implementing drip feed dispatching. When testing the new functionality, the drip does not dispatch appointments as expected. A consultant is engaged to troubleshoot the issue.

What is preventing the drip feed from triggering?

- A. The appointment status is going from Scheduled to Completed.
- B. The status on completed appointments can only be Canceled, Completed, or Cannot Complete.
- C. The default drip feed setting is overriding the drip feed rate on a service territory.
- D. Other scheduled jobs are dispatching appointments and exceeding the drip feed value.

Answer: D

Explanation:

Drip feed dispatching is a feature that allows dispatching service appointments gradually throughout the day based on a drip feed rate defined for each service territory or resource. If other scheduled jobs are dispatching appointments and exceeding the drip feed value, then the drip feed dispatching will not trigger as expected. The appointment status going from Scheduled to Completed or being Canceled, Completed, or Cannot Complete does not affect drip feed dispatching, as these are valid status transitions for dispatched appointments. The default drip feed setting does not override the drip feed rate on a service territory, but provides a fallback value if no rate is specified on the territory or resource level.

Reference:

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

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

Question: 12

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: A, D

Explanation:

Multi-day service appointments are used when jobs can take longer than the available resources hours in a day or require consecutive days of work and can span over weekends. Jobs that need to be performed at the same site on the same day of the week or require multiple stages of work performed by different resources can be handled by single-day service appointments with appropriate scheduling policies and optimization rules.

Reference:

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

Question: 13

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

Explanation:

A Service Appointment with a single Work Order with Work Order Line Items for each Asset allows servicing multiple Assets

at a customer site during a single visit with minimal impact for the customer and consolidated work for the Technician[28]. Creating and scheduling independent Work Orders for each Asset, each with a Service Appointment, would create unnecessary complexity and duplication. Creating designated Time Slots to ensure appropriate time is held to accommodate these types of visits would not address the requirement of servicing multiple Assets. Creating a single Work Order with Work Order Line Items for each Asset, each with a Service Appointment, would create redundant service appointments for the same visit. Reference:

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

Question: 14

universal container requires trained inspectors to make 3 site visits per year to inspect the container customers' sites. These visits must be scheduled within 14 days of inspection due date.

What are two ways a Consultant can configure maintenance plans to meet the requirements?

Choose 2 answers

- A. Auto generate work order with a 14 days generation horizon
- B. Associate work type called site to maintenance plan
- C. Associate a required skill call site visits to maintain plans
- D. Auto generate work order with 14-day generation time frame

Answer: A, D

Explanation:

A generation horizon is the number of days before the maintenance plan start date that work orders are generated. A generation time frame is the number of days before the maintenance plan end date that work orders are generated. To ensure that work orders are generated within 14 days of inspection due date, both the generation horizon and the generation time frame should be set to 14 days. Associating a work type called site or a required skill called site visits to maintenance plans would not affect the timing of work order generation, but would affect the scheduling and assignment of service appointments. Reference:

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

Question: 15

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

Answer: C

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. Reference:

<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

Question: 16

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: C

Explanation:

A Work Order can have only one Price Book associated with it, which is determined by the Price Book selected on the Work Type. To use products from different Price Books on the same Work Order, the price on Work Order Line Items for products on other Price Books can be overridden manually or by using automation tools such as Process Builder or Apex triggers. Creating one Work Order for each Price Book or using Work Types to assign Price Books to each Work Order Line Item would not allow using products from different Price Books on the same Work Order.

Reference:

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

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

Question: 17

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

Explanation:

Attaching relevant articles to the work order or work order line items allows technicians to access them offline using the Field Service Mobile App. Creating a quick action on the work order to search the Knowledge base would not ensure offline access, as it would require an internet connection to perform the search. Updating the Service Appointment page layout to include the Articles related list or adding the Knowledge Lightning component to the Field Service Mobile App would not be effective, as technicians use the Work Order Line Item Card in the Field Service Mobile App to view their assigned tasks.

Reference:

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

Question: 18

Northern Trail Outfitters (NTO) wants to improve customer satisfaction by setting expectations around upcoming appointments.

When designing the Customer Service Representative's user interface, in most cases, which two fields should be shared with the customer about an upcoming appointment?

Choose 2 answers

- A. Scheduled End
- B. Arrival Window Start
- C. Scheduled Start
- D. Arrival Window End

Answer: B, D

Explanation:

Arrival Window Start and Arrival Window End are fields on the Service Appointment that indicate when a technician is expected to arrive at a customer site based on travel time and service duration calculations. These fields can be shared with customers to set expectations around upcoming appointments. Scheduled End and Scheduled Start are fields on the Service Appointment that indicate when a technician is scheduled to start and end their service based on their availability and assigned time slots. These fields are not accurate indicators of when a technician will arrive at a customer site, as they do not account for travel time and service duration variations.

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

Question: 19

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: CD

Explanation:

Operating Hours define when service resources are available for work and when customers can book appointments. The Time Slots for Appointment Booking setting determines how operating hours are divided into time slots that can be assigned to service appointments. The Maintenance Plan for the Account or the Due Date of the Service Appointment do not affect operating hours, but are used to generate and schedule recurring work orders.

Reference:

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

Question: 20

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

Explanation:

A Product Request record can be added to a Work Order to request a product from inventory for a service appointment. A Work Type is a template that defines the duration, skills, and products required for a work order or work order line item. A Service Appointment is a record that represents a scheduled visit by a service resource to a customer location. A Service Report is a document that summarizes the details and outcomes of a service appointment.

Reference:

https://help.salesforce.com/s/articleView?id=sf.fs_product_requests.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.fs_work_types.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.fs_service_appointments.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.fs_service_reports.htm&type=5

Question: 21

When customers call in for support at AW Computing, a case is always created. If the issue cannot be solved without dispatching a technician, a work order is created from the case. Milestones are currently being used on cases, and support operations would like to extend the use of milestones to the work orders. To meet this requirement, the system administrator added the milestone Lightning

component to the work order Lightning record page. Technicians and managers are reporting that there are no milestones listed when viewing the record.

How should this issue be resolved?

- A. Make sure the case entitlement record is being shared with the service resource.
- B. Add work order milestones after the case milestones to the entitlement process.
- C. Ensure the work order entitlement is related to the same process as the case entitlement.
- D. Create a separate entitlement process associated to the work order object.

Answer: D

Explanation:

An entitlement process is a timeline that shows every step and milestone involved in delivering support to a customer. To use milestones on work orders, a separate entitlement process associated to the work order object must be created and activated. Modifying the user's profile, updating public group membership, or assigning a Field Service Mobile License to the user would not enable milestones on work orders.

Reference:

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

Question: 22

Some Technicians report that they are unable to log in to the Salesforce Field Service mobile app. The Consultant confirmed that the Technicians have the Salesforce Field Service Resource License and Salesforce Field Service Resource Permissions assigned to them.

How should a Consultant provide access to the Salesforce Field Service mobile app?

- A. Modify the user's Profile.
- B. Update Public Group membership.
- C. Assign a Field Service Mobile License to the user.
- D. Modify the user record.

Answer: A

Explanation:

To provide access to the Salesforce Field Service Mobile App, the user's profile must have the Field Service Mobile permission enabled. Updating Public Group membership, assigning a Field Service Mobile License to the user, or modifying the user record would not grant access to the mobile app.

Reference:

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

Question: 23

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

Explanation:

To perform multi-staged jobs, where the second job can only begin after completion of the first job, two service appointments can be created and linked by setting the Related Service Appointment field on the second service appointment to point to the first one, and setting the Time Dependency field to After Previous. Creating one service appointment with the total duration of the two jobs and assigning two resources would not ensure that the second job starts after the first one. Creating two service appointments and scheduling them to the same resource or creating one service appointment and scheduling it to two different resources would not create a dependency between the jobs. Reference:

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

Question: 24

Universal Containers wants Technicians using the Salesforce Field Service mobile app to indicate when Service Appointments are at risk of late completion.

What should a Consultant recommend to meet this requirement?

- A. Post to the Service Appointment Chatter feed.
- B. Change the Status field on the Service Appointment.
- C. Adjust the Scheduled End field on the Service Appointment.
- D. Update the In Jeopardy field on the Service Appointment.

Answer: D

Explanation:

The In Jeopardy field on the Service Appointment is a checkbox that indicates whether a service appointment is at risk of late completion based on travel time and service duration calculations. Technicians can update this field using the Field Service Mobile App to alert dispatchers and managers of potential issues. Posting to the Service Appointment Chatter feed, changing the Status field on the Service Appointment, or adjusting the Scheduled End field on the Service Appointment would not indicate that a service appointment is in jeopardy, but would communicate other information such as comments, progress, or rescheduling. Reference:

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

Question: 25

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

Explanation:

Work Types are templates that define the duration, skills, and products required for a work order or work order line item. By creating Work Types with Products Required, agents and dispatchers can quickly create Work Orders with the appropriate materials. Creating Work Types with Products Consumed or Products Required would not populate products on Work Orders automatically, but would require manual entry or consumption by technicians. Creating Work Types and Locations would not affect products on Work Orders, but would affect scheduling and optimization of service appointments. Reference: https://help.salesforce.com/s/articleView?id=sf.fs_work_types.htm&type=5

Question: 26

Service resources at universal container UC frequently work in more than one service territory the current scheduling policy looks only at primary territory while we still want to optimize to use the service resource primary when scheduling, UC also wants the scheduling policy to look at the resources secondary services territory Which two scheduling policy changes should a consultant recommend?

Choose 2 answers

- A. Includes the match territory work rule
- B. Remove the match territory work rule
- C. Select working location enable primary on the working territories work rule
- D. Deselect working location primary on the working territories work rule

Answer: AD

Explanation:

The match territory work rule is used to match service appointments to service resources based on their assigned territories. Deselecting working location primary on the working territories work rule allows considering secondary territories as well as primary territories when matching service appointments to service resources. Removing the match territory work rule would ignore territories when scheduling service appointments. Selecting working location enable primary on the working territories work rule would only consider primary territories when matching service appointments to service resources.

Reference:

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

Question: 27

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: B, D

Explanation:

Question: 28

Universal Containers wants to assign Service Appointment based on the Polygon of the child service territory in the hierarchy.

How should a Consultant assign Service Appointments to the Polygon?

- A. Set the Polygon Assignment Policy to the Highest Level.
- B. Set the Territory Assignment Policy to the Highest Level.
- C. Set the Territory Assignment Policy to the Lowest Level.
- D. Set the Polygon Assignment Policy to the Lowest Level.

Answer: D

Explanation:

Polygons are geographic areas that define service territories for scheduling and optimization purposes. The Polygon Assignment Policy determines which polygon in a service territory hierarchy is used to assign service appointments to service resources based on their location or skills. [Setting it to the Lowest Level ensures that service appointments are assigned based on the polygon of the child service territory in the hierarchy1](https://help.salesforce.com/s/articleView?id=sf.fs_polygons_overview.htm&type=5). [Setting it to the Highest Level would use the polygon of the parent service territory in the hierarchy1](https://help.salesforce.com/s/articleView?id=sf.fs_territories_overview.htm&type=5). The Territory Assignment Policy determines which territory in a hierarchy is used to filter available resources for scheduling. It does not affect polygon assignment. Reference: [1 https://help.salesforce.com/s/articleView?id=sf.fs_polygons_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_polygons_overview.htm&type=5) https://help.salesforce.com/s/articleView?id=sf.fs_territories_overview.htm&type=5

Question: 29

Universal Containers wants to track Technicians' van stock using the Salesforce Field Service mobile app a 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. Inventory
- B. Warehouse Locations
- C. Products Consumed
- D. Products Required
- E. Mobile Locations

Answer: ACE

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. Reference:

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

Question: 30

Universal Containers wants service managers to quickly identify location and status changes in the lifecycle of a specific component in a customer's install base.

What should a Consultant utilize to track the lifecycle?

- A. A Work Order related list on Assets
- B. Custom fields for change tracking on Assets
- C. Field History Tracking on Assets
- D. A Product related list on Assets

Answer: C

Explanation:

Field History Tracking on Assets allows tracking location and status changes in the lifecycle of a specific component in a customer's install base by recording the date, time, nature, and user of each change. A Work Order related list on Assets would show the work orders associated with an asset, but not the location and status changes of the asset. A custom installation date field on Products Consumed would show when a product was installed, but not the subsequent changes in the asset lifecycle. A Product related list on Assets would show the products related to an asset, but not the location and status changes of the asset. Reference:

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

Question: 31

universal container UC want to track the asset lifecycle when equipment has been snapped out

What should a consultant recommend to meet this requirement?

- A. Add the field history tracking related list to the assets page and configure the asset relationships object
- B. Add the related asset related list to the asset page and configure the product request object
- C. Add the related asset related list to the asset page and configure the asset relationships object
- D. Add the field history tracking related list to the asset page and configure the product request object

Answer: C

Explanation:

The asset relationships object is used to track when equipment has been swapped out by creating parent-child relationships between assets. Adding the related asset related list to the asset page allows viewing and creating asset relationships from an asset record. Adding the field history tracking related list to the asset page would track field changes on an asset, but not asset relationships. Adding the product request related list to the asset page would allow requesting products from inventory for an asset, but not tracking asset relationships. Reference:

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

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

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

Question: 32

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

Explanation:

Work Types are templates that define the duration, skills, and products required for a work order or work order line item. By creating Work Types and Skill Requirements for Install, Break-fix, and Inspections, Universal Containers can standardize creation of Work Orders with the correct skills and estimated time to completion. Work Order Record Types for Break-fix, Install, and Inspection would allow creating different page layouts and picklist values for different types of work orders, but not define skills and duration. Work Type Line Items for Install, Break-fix, and Inspections would allow creating templates for work order line items, but not work orders. Work Order custom fields to define Install, Break-fix, and Inspections would allow capturing additional information for different

types of work orders, but not define skills and duration. Reference:

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

Question: 33

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 as not available, select the affected Service Appointments, and press “Schedule.”

Answer: D

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]. Reference:

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

[articleView?id=sf.fs_schedule_service_appointments.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_schedule_service_appointments.htm&type=5)

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

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

Question: 34

Universal Containers plans to deploy field service lightning to 100 external contractors. There are 75 contractors who need access to work

Orders assets mobile app, and chatter. the remaining 25 contractors are paid a commission on sales of containers and need to schedule resources.

Which license types and quantities should the consultant recommend?

A. 100 contractors

100 contractors

B. 25 contractors

75 contractors

25 contractors

D. 25 contractors

100 contractors

Answer: B

Explanation:

Contractors are external users who can access Field Service features such as work orders, service appointments, assets, products consumed, etc... There are two types of contractor licenses available: Contractor (Full Access) and Contractor (Limited Access). Contractor (Full Access) licenses allow users to access all Field Service features except scheduling optimization. Contractor (Limited Access) licenses allow users to access only work orders assigned to them or their crew members via mobile app or web browser²². Universal Containers should deploy 25 Contractor (Full Access) licenses to contractors who need to schedule resources and 75 Contractor (Limited Access) licenses to contractors who need access to work orders, assets, mobile app, and chatter. Reference:

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

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

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

Question: 35

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: A, C

Explanation:

Changing the Work Order with a closed status of “Cancelled” allows tracking Work Order cancellations and subsequent follow-ups using reports or dashboards based on Work Order status field values[23]. Re-using the existing Work Order for the follow-up allows maintaining the relationship between the original customer request and the follow-up action without creating duplicate records[24]. Changing the Work Order with a status of “New” would not indicate that it was cancelled before. Creating a child Work Order for the follow-up Work Order would create an unnecessary hierarchy of Work Orders that could complicate reporting and scheduling. Reference:

[23. https://help.salesforce.com/s/articleView?id=sf.fs_work_orders.htm&type=5 [24. <https://trailhead.salesforce.com/en/content/learn/modules/field-service-lightning-basics/field-service-lightning-work-orders>

Question: 36

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: CD

Explanation:

Service reports are documents that summarize the details and outcomes of a service appointment such as work performed, products consumed, customer feedback, etc.[25]. Configuring signature blocks for service report templates allows capturing customer signatures as proof of job completion before generating invoices[26]. Adding service report templates to the appropriate repair work type allows automatically generating service reports based on the work type of the service appointment[27]. Generating service in the organization’s default language would not verify that a repair job has been completed to the customer satisfaction. Sending a feedback survey to the customer when a service appointment is completed would not ensure that an invoice can be generated. Reference:

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

Question: 37

Time sheet entries can be associated to which two objects? Choose 2 answer

- A. Work order line item
- B. assigned resources
- C. Service resource
- D. Work order

Answer: A, D

Explanation:

Time sheet entries are records that track the time spent by a service resource on a work order or a work order line item[28]. Time sheet entries can be associated to work order line items or work orders using lookup fields[29]. Assigned resources are records that assign a service resource to a

service appointment[30]. Service resources are records that represent the people or equipment that perform field service tasks[31]. Time sheet entries cannot be associated to assigned resources or service resources directly.

Reference:

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

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

Question: 38

An extreme weather situation impacts both the volume of work and number of available resources at Universal Containers. Which approach should a consultant recommend to realign available resources with open work?

- A. Resource Schedule optimization
- B. Global optimization
- C. Emergency scheduling
- D. Customer first scheduling

Answer: B

Explanation:

Global optimization is a process that reschedules all service appointments within a specified time frame based on predefined criteria such as travel time or priority. It can be used when an extreme weather situation impacts both the volume of work and number of available resources at Universal Containers. Resource Schedule optimization is a process that reschedules service appointments assigned to a specific resource based on predefined criteria such as travel time or priority. It would not address the impact on other resources or unassigned service appointments. Emergency scheduling is a process that assigns emergency service appointments to available resources based on predefined criteria such as travel time or priority. It would not address the impact on existing service appointments or non-emergency service appointments. Customer first scheduling is a process that assigns service appointments based on customer preferences such as preferred time slots or preferred resources. It would not address the impact on resource availability or service level agreements.

Reference:

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

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

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

Question: 39

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: B

Explanation:

Products consumed are records that track the products used during a service appointment[32]. A custom installation date field on products consumed would allow reporting on the volume of products installed within a specific timeframe by filtering on the installation date field values[33]. A work order related list on asset would show the work orders associated with an asset, but not the products installed. Field history tracking on asset would track field changes on an asset, but not the products installed. The standard installation date field on asset would show when an asset was installed, but not the products installed. Reference:

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

Question: 40

Universal Containers wants to standardize creation of Work Orders. Historically, Work Orders have been set up with the incorrect skills and estimated time to completion.

What should a Consultant utilize to meet this requirement

- A. Entitlement Templates
- B. Entitlements
- C. Work Types
- D. Work Order Record Types

Answer: C

Explanation:

Work Types are templates that define the duration, skills, and products required for a work order or work order line item. By creating Work Types for Install, Break-fix, and Inspections, Universal Containers can standardize creation of Work Orders with the correct skills and estimated time to completion[34]. Entitlement Templates are templates that define the terms of support for customers such as number of cases allowed or response time[35]. Entitlements are records that specify customers' support terms based on their contracts or warranties[36]. Work Order Record Types are record types that allow creating different page layouts and picklist values for different types of work orders[37]. Reference: https://help.salesforce.com/s/articleView?id=sf.fs_work_types.htm&type=5https://help.salesforce.com/s/articleView?id=sf.entitlements_templates_overview.htm&type=5

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

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

Question: 41

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

Explanation:

Customer Entitlements are records that specify customers' support terms based on their contracts or warranties[38]. Customer Entitlements can be used to offer appropriate appointment booking windows for Gold versus Standard Customers by defining different appointment windows for different entitlement levels[39]. Service Due Date is a field on the work order object that indicates when a work order must be completed by[40]. Customer Working Hours are records that define when customers are available for service appointments[41]. Service Urgency is a field on the work order object that indicates how quickly a work order must be completed[42]. Reference:

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

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

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

Question: 42

An inventory manager at Universal Containers wants to better understand the distribution of a critical and expensive part across all inventory locations as the part is reused and restocked.

What should the Consultant leverage to meet this requirement?

- A. Maintenance Plan
- B. Product Item
- C. Entitlement Plan
- D. Assets

Answer: B

Explanation:

Product Items are records that track the location, quantity, and status of a product in inventory[43]. Product Items can be used to better understand the distribution of a critical and expensive part across all inventory locations as the part is reused and restocked. Maintenance Plan is a feature that defines the recurring service schedule for an asset or a product[44]. Entitlement Plan is a feature that defines the terms of support for customers such as number of cases allowed or response time[45]. Assets are records that represent products that customers have purchased and that require service[46].

Reference:

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

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

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

Question: 43

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 Item. Create a Service Appointment for each Line Item.
- B. Add each Asset to a separate child Work Order. Create a Service Appointment for the parent Work Order.
- C. Add each Asset to a separate Work Order Line Item. Create a Service Appointment for the Work Order.
- D. Add each Asset to a separate Work Order. Create a Service Appointment for each Work Order.

Answer: A, D

Explanation:

Work Orders are records that track customer requests for service such as repairs or maintenance[47]. Work Order Line Items are records that track specific tasks or products related to a work order[48]. Service Appointments are records that track the date, time, duration, and assigned resource for a work order or work order line item[49]. Adding each Asset to a separate Work Order Line Item or a separate Work Order would allow handling the service associated with each container independently by creating different records for different containers. Creating a Service Appointment for each Line Item or each Work Order would allow scheduling and dispatching the service associated with each container independently by assigning different resources and time slots for different containers. Adding each Asset to a separate child Work Order would create an unnecessary hierarchy of Work Orders that could complicate reporting and scheduling. Creating a Service Appointment for the parent Work Order would not allow handling the service associated with each container independently by assigning one resource and time slot for all containers. Reference: https://help.salesforce.com/s/articleView?id=sf.fs_work_orders.htm&type=5https://help.salesforce.com/s/articleView?id=sf.fs_work_order_line_items.htm&type=5

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

Question: 44

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: C

Explanation:

Enabling the sharing features in the Field Service settings in the Setup menu allows sharing dispatched service appointments with assigned resources regardless of the private record access model in sales, support, and field service organizations[50]. Creating a user territory for the technicians' primary and secondary territories would not ensure that they have access to the service appointments dispatched to them. Creating a process to change the owner of the service appointment to the assigned technician would not work if multiple resources are assigned to the same service appointment. Configuring a sharing rule to share dispatched service appointments with the assigned resource would not work if multiple resources are assigned to different crews or teams. Reference: https://help.salesforce.com/s/articleView?id=sf.fs_sharing_overview.htm&type=5

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

Question: 45

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: A, C

Explanation:

A Service Appointment can be shared by clicking Sharing on the record if manual sharing is enabled in Field Service settings[51]. Auto-generated scheduled Service Appointments will be shared with resources if automatic sharing is enabled in Field Service settings[52]. The Service Appointment's parent record can be shared with the assigned resource, but this would not affect the sharing of the Service Appointment itself. Making the dispatcher the assigned resource on the Service Appointments would not make sense if they are not performing field service tasks. Reference:

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

Question: 46

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

Explanation:

Service Resources are records that represent the people or equipment that perform field service tasks[53]. Permission Set Licenses are licenses that grant users access to specific features such as Field Service Dispatcher Console or Field Service Mobile App[54]. Creating one service resource and assigning the relevant permission set license would allow an employee at Universal Containers to perform both dispatcher and technician roles using one record and one license. Creating two skills records and assigning them to service resources record would not affect their roles or access to features. Skills are records that define specific abilities or qualifications that service resources have[55]. Creating two service resources and assigning them to the employee would create duplicate records and require two licenses for one employee. Creating one service resource and assigning the technician and dispatcher role would not work because roles are not fields on the service resource object.

Reference:

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

Question: 47

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: B, C

Explanation:

Drip Feed Dispatching is a feature that allows dispatching groups of service appointments to technicians at regular intervals instead of all at once[56]. Enabling Drip Feed Dispatching in Field Service Settings allows turning on this feature for all service territories[57]. Setting the Number of Services to Drip Feed on the Service Territory allows specifying how many service appointments should be dispatched at a time for each service territory[58]. Setting the Service Appointment to Dispatch in Field Service Settings would not affect how many service appointments are dispatched at a time. Enabling Sharing of Dispatched Service Appointments would not affect how many service

appointments are dispatched at a time. Reference:
https://help.salesforce.com/s/articleView?id=sf.fs_drip_feed_dispatching_overview.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.fs_drip_feed_dispatching_enable.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.fs_drip_feed_dispatching_configure.htm&type=5

Question: 48

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

Explanation:

Maintenance Plans are records that define the recurring service schedule for an asset or a product such as quarterly, monthly, or weekly[59]. Configuring a Maintenance Plan would allow creating quarterly service appointments for one of the products sold by Universal Containers automatically based on predefined criteria such as start date, end date, or generation method[60]. Defining a repeating Work Type would not create quarterly service appointments automatically. Work Types are templates that define the duration, skills, and products required for a work order or work order line item[61]. Implementing Path for Work Orders would not create quarterly service appointments automatically. Path is a feature that displays key fields and guidance for each stage of a work order process[62]. Building a Process for Service Appointments would not create quarterly service appointments automatically. Processes are automated workflows that execute actions based on specified criteria such as updating fields, sending emails, or creating tasks[63]. Reference:
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_overview.htm&type=5

m/s/articleView?id=sf.fs_maintenance_plans_create_edit_delete.htm&typ

e=5

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

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

Question: 49

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: D

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 allow limiting 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

Question: 50

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

Explanation:

Custom gantt filters are filters that allow dispatchers to view service appointments based on specific criteria such as status, priority, or custom fields[67]. Creating a custom gantt filter would allow providing a view of emergency work that is only visible to dispatchers by setting up criteria such as status equals emergency and sharing the filter with dispatchers only[68]. Custom lightning component is a component that allows developers to create custom user interfaces using Lightning Web Components or Aura Components[69]. Creating a custom lightning component would require coding and would not leverage the existing gantt chart functionality. Custom report in a private report folder is a report that allows users to view data based on specific criteria such as objects, fields, filters, or charts[70]. Creating a custom report in a private report

folder would not provide a view of emergency work on the gantt chart and would not allow dispatchers to schedule or reschedule service appointments. Custom list view is a list view that allows users to view records based on specific criteria such as filters, fields, or sorting[71]. Creating a custom list view would not provide a view of emergency work on the gantt chart and would not allow dispatchers to schedule or reschedule service appointments. Reference:

https://help.salesforce.com/s/articleView?id=sf.fs_gantt_filters.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.fs_gantt_filters_create.htm&type=5
<https://developer.salesforce.com/docs/component-library/documentation/en/lwc>
https://help.salesforce.com/s/articleView?id=sf.reports_builder_overview.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.customize_listviews.htm&type=5

Question: 51

Universal Containers would like to provide Field Service Technicians the ability to capture details and customer approval on completed work so that the details can be compiled and sent to the customer electronically. What should a Consultant recommend to meet this requirement?

- A. Create a Process Builder to generate a report.
- B. Create a custom report.
- C. Use the standard Service Report
- D. Use the standard Work Order email template.

Answer: C

Explanation:

Service Reports are documents that summarize the details and outcomes of a service appointment such as work performed, products consumed, customer feedback, etc.[72]. Using the standard Service Report would allow Field Service Technicians to capture details and customer approval on completed work and send them to the customer electronically by generating and emailing service reports from the Field Service Mobile App or the web browser[73]. Creating a Process Builder to generate a report would not allow Field Service Technicians to capture details and customer approval on completed work. Process Builder is a tool that allows users to automate workflows based on specified criteria and actions[74]. Creating a custom report would not allow Field Service Technicians to capture details and customer approval on completed work. Custom reports are reports that allow users to view data based on specific criteria such as objects, fields, filters, or charts[75]. Using the standard Work Order email template would not allow Field Service Technicians to capture details and customer approval on completed work. Email templates are templates that allow users to send predefined emails with merge fields[76]. Reference:

https://help.salesforce.com/s/articleView?id=sf.fs_service_reports_overview.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.fs_service_reports_generate.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.process_overview.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.reports_builder_overview.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.email_templates_overview.htm&type=5

Question: 52

Universal Containers wants to prevent the lunch break from interfering with existing scheduled work. How should a Consultant configure the Scheduling Policy to ensure a 30-minute lunch break that begins every day after 1 PM?

- A. Create a recurring Service Appointment.
- B. Use the Resource Availability Rule.
- C. Use appropriate Resource Operating Hours.

D. Create Resource Absences every day.

Answer: B

Explanation:

Resource Availability Rules are rules that define when resources are available for service appointments based on their working hours, absences, breaks, travel time, etc.[77]. Using the Resource Availability Rule would allow configuring the Scheduling Policy to ensure a 30-minute lunch break that begins every day after 1 PM by setting up criteria such as break duration equals 30 minutes and break start time after 1 PM[78]. Creating a recurring Service Appointment would not ensure a 30-minute lunch break that begins every day after 1 PM. Recurring Service Appointments are service appointments that repeat at regular intervals such as daily, weekly, or monthly[79]. Using appropriate Resource Operating Hours would not ensure a 30-minute lunch break that begins every day after 1 PM. Resource Operating Hours are records that define when resources are available for work based on their time zones, business hours, holidays, etc.[80]. Creating Resource Absences every day would not ensure a 30-minute lunch break that begins every day after 1 PM. Resource Absences are records that mark resources as unavailable for work for specific time periods due to sickness, vacation, or other reasons[81].

Reference:

https://help.salesforce.com/s/articleView?id=sf.fs_resource_availability_rules_overview.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.fs_resource_availability_rules_breaks.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.fs_recurring_service_appointments_overview.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.fs_resource_operating_hours_overview.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.fs_resource_absences_overview.htm&type=5

Question: 53

The field service administrator at Ursa Major Solar updates the skills required on the most common work types to adapt to the increasing complexity of jobs. This change has led to many service appointments to be in violation. There is a global optimization job set up to run nightly that has been working correctly up until this point. The administrator needs to understand why the jobs are still scheduled to resources that lack the appropriate skill level.

What are two reasons appointments remain in violation and are not reassigned?

Choose 2 answers

- A. Global optimization doesn't reschedule appointments that have rule violations.
- B. The optimizer uses a scheduling policy different from what is used on the dispatch console.
- C. The territory of the resources was not included in the global optimization request.
- D. There are no service resources available with the required skill levels.

Answer: AD

Explanation:

Global optimization is a process that reschedules all service appointments within a specified time frame based on predefined criteria such as travel time or priority[82]. Global optimization doesn't reschedule appointments that have rule violations because it assumes that those appointments are manually scheduled by dispatchers for valid reasons[83]. There are no service resources available with the required skill levels because updating the skills required on the most common work types has increased the complexity of jobs and reduced the pool of qualified resources[84]. The optimizer uses a scheduling policy different from what is used on the dispatch console would not explain why the jobs are still scheduled to resources that lack the appropriate skill level. Scheduling policies are records that define the optimization criteria for scheduling service appointments such as minimizing travel time or maximizing resource utilization[85]. The territory of the resources was not included in the global optimization request would not explain why the jobs are still scheduled to resources that lack the appropriate

skill level. Global optimization requests are records that specify which service territories and time frames should be optimized[86]. Reference:

https://help.salesforce.com/s/articleView?id=sf.fs_global_optimization_overview.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.fs_global_optimization_faq.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.fs_skills_overview.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.fs_scheduling_policies_overview.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.fs_global_optimization_requests_overview.htm&type=5

Question: 54

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 the preventative 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

Explanation:

Work Orders are records that track customer requests for service such as repairs or maintenance[87]. Work Order Line Items are records that track specific tasks or products related to a work order[88]. Service Appointments are records that track the date, time, duration, and assigned resource for a work order or work order line item[89]. Using this data model would allow Universal Containers' technicians to follow a standard operating procedure while performing maintenance on an individual asset by creating different work order line items for different operations and capturing notes and status updates for each line item. It would also allow scheduling and dispatching one service appointment for one visit. Service appointment to represent preventative maintenance on the asset - work order line item to represent the different operations - work order to represent the visit would not work because service appointments cannot be related directly to assets. Work order line item represent preventative Maintenance on the asset - work order represent the different operations- service appointment to represent visit would not work because work order line items cannot be related directly to assets. Reference:

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

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

Question: 55

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. Configure and run the User Territory Sharing Job in Field Service Settings.
- C. Assign a new user territory and add each of the assigned service resources.
- D. Add the resources assigned to the Service Territory's Member related list.

Answer: A, B

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

Question: 56

Universal Containers wants to track when Technicians need to visit a customer site multiple times to resolve an issue. How should a Consultant configure this using a single Work Order?

- A. Create a new Service Appointment for each site visit.
- B. Create a new Child Work Order for each site visit.
- C. Create a new Product Consumed for each site visit.
- D. Create a new Work Order Line Item for each site visit.

Answer: A

Explanation:

Service Appointments are records that track the date, time, duration, and assigned resource for a work order or work order line item[117]. Creating a new Service Appointment for each site visit would allow Universal Containers to track when Technicians need to visit a customer site multiple times to resolve an issue by creating different service appointments for the same work order and capturing notes and status updates for each service appointment. Creating a new Child Work Order for each site visit would create unnecessary records and complexity. Child Work Orders are work orders that are related to another work order as part of a hierarchy[118]. Creating a new Product Consumed for each site visit would not track the site visits. Products Consumed are records that track

the products or parts that are used or installed during a service appointment[119]. Creating a new Work Order Line Item for each site visit would not track the site visits. Work Order Line Items are records that track specific tasks or products related to a work order[120]. Reference: https://help.salesforce.com/s/articleView?id=sf.fs_service_appointments.htm&type=5https://help.salesforce.com/s/articleView?id=sf.fs_work_orders.htm&type=5https://help.salesforce.com/s/articleView?id=sf.fs_products_consumed_overview.htm&type=5https://help.salesforce.com/s/articleView?id=sf.fs_work_order_line_items.htm&type=5

Question: 57

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: A

Explanation:

Drip Feed Dispatching is a feature that allows dispatching groups of service appointments to technicians at regular intervals instead of all at once[121]. Enabling Drip-feed to dispatch the next appointments would allow Northern Trail Outfitters to improve overall responsiveness to customers by providing the greatest schedule flexibility and allowing technicians to adjust their schedules based on real-time conditions[122]. Shuffling daily work manually via the Gantt would not provide the greatest schedule flexibility. The Gantt is a tool that allows dispatchers to view and manage service appointments on a timeline[123]. Leveraging Resource Schedule Optimization would not provide the greatest schedule flexibility. Resource Schedule Optimization is a feature that allows optimizing service appointments based on predefined criteria such as travel time or priority[124]. Configuring the Auto Dispatch scheduled job would not provide the greatest schedule flexibility. Auto Dispatch is a feature that allows automatically assigning service appointments to resources based on predefined criteria such as skills or availability[125]. Reference:

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

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

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

Question: 58

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

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]. Reference: 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

Question: 59

A technician reported that the travel time calculated between appointments is often too short because job delays throughout the day.

Which setting should a consultant consider to improve travel time accuracy?

- A. Minimum grade, default operating hour
- B. Estimated travel time, minimize travel
- C. Travel speed unit, actual travel time
- D. Street level routing, Default travel speed

Answer: D

Explanation:

Street Level Routing is a feature that calculates travel time between service appointments based on actual road distance and traffic conditions[131]. Default Travel Speed is a setting that defines the average speed of resources when traveling between service appointments[132]. Using Street Level Routing and Default Travel Speed would allow improving travel time accuracy by taking into account real-time road conditions and resource speed. Minimum Grade, Default Operating Hour would not

affect travel time accuracy. Minimum Grade is a setting that defines the minimum skill level required for resources to be matched with service appointments[133]. Default Operating Hour is a record that defines the default working hours for resources[134]. Estimated Travel Time, Minimize Travel would not affect travel time accuracy. Estimated Travel Time is a field on the service appointment object that shows the expected travel time for the assigned resource[135]. Minimize Travel is an optimization criterion that prioritizes reducing travel time when scheduling service appointments[136]. Travel Speed Unit, Actual Travel Time would not affect travel time accuracy. Travel Speed Unit is a setting that defines the unit of measurement for travel speed such as miles per hour or kilometers per hour[137]. Actual Travel Time is a field on the service appointment object that shows the actual travel time recorded by the resource[138]. Reference:

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

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

[https://developer.salesforce.com/docs/atlas.en-](https://developer.salesforce.com/docs/atlas.en-us.api.meta/api/sforce_api_objects_serviceappointment_estimatedtraveltime.htm)

[us.api.meta/api/sforce_api_objects_serviceappointment_estimatedtraveltime.htm](https://developer.salesforce.com/docs/atlas.en-us.api.meta/api/sforce_api_objects_serviceappointment_estimatedtraveltime.htm)
https://help.salesforce.com/s/articleView?id=sf.fs_scheduling_policies_optimization_criteria.htm&type=5

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

https://developer.salesforce.com/docs/atlas.en-us.api.meta/api/sforce_api_objects_serviceappointment_actualtraveltime.htm

Question: 60

Universal Containers wants to ensure that Service Appointments are only assigned to Active Resources. Which configuration should a Consultant recommend for the Scheduling Policy?

- A. Match Fields
- B. Preferred Resources
- C. Match Boolean
- D. Required Resources.

Answer: C

Explanation:

Match Boolean is an optimization criterion that prioritizes matching service appointments with resources based on boolean fields such as certifications or preferences[139]. Using Match Boolean in the Scheduling Policy would allow Universal Containers to ensure that Service Appointments are only assigned to Active Resources by creating a boolean field on the service resource object such as Active Resource and setting it to true or false depending on their status. Match Fields is an optimization criterion that prioritizes matching service appointments with resources based on fields such as skills or territories[140]. Preferred Resources is an optimization criterion that prioritizes assigning service appointments to resources who have previously completed similar work orders or who are preferred by customers[141]. Required Resources is an optimization criterion that prioritizes assigning service appointments to resources who are explicitly required by customers or dispatchers[142]. Reference:

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

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

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

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

Question: 61

Org-Wide Default sharing is set to Private in a Salesforce org.

If the Field Service Lightning User Territory feature is enabled, which three objects will be visible to users who are part of the User Territory?

Choose 3 answers

- A. Accounts
- B. Service Resources
- C. Work Orders
- D. Resource Absences
- E. Work Types

Answer: BCD

Explanation:

Service Resources are records that represent the people or equipment that perform field service tasks[143]. Work Orders are records that track customer requests for service such as repairs or maintenance[144]. Resource Absences are records that mark resources as unavailable for work for specific time periods due to sickness, vacation, or other reasons[145]. If the Field Service Lightning User Territory feature is enabled, these three objects will be visible to users who are part of the User Territory by default[146]. Accounts are records that represent companies or individuals involved in business with an organization[147]. Work Types are records that define the standard tasks and duration for a specific type of work[148]. These two objects will not be visible to users who are part of the User Territory by default unless sharing rules are configured[149]. Reference:

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

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

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

Question: 62

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

Explanation:

Capacity-Based Service Resources are service resources that have a limited number of hours available for work per day or week[150]. Setting the Contractor Manager as a Capacity-Based Service Resource would allow Universal Containers to outsource 100 hours of weekly maintenance to an external Contractor by setting up criteria such as capacity hours per week equals 100 and capacity type equals weekly[151]. Creating the individual Technicians as Service Crew Members would not work because Service Crew Members are service resources that belong to a crew and share the same service appointments[152]. Setting the individual Technicians as Capacity-Based Service Resources would not work because Universal Containers does not have visibility into the individual external technicians. Creating the Contractor Manager as a Crew Service Resource would not work because Crew Service Resources are service resources that act as leaders or managers of a crew and can assign crew members to service appointments[153]. Reference:

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

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

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

Question: 63

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: A, D

Explanation:

Color Palettes are settings that allow dispatchers to customize the colors of service appointments on the Gantt based on different criteria such as status, priority, or rule violations[154]. Appointment List is a tool that allows dispatchers to view and filter service appointments in a list view based on different criteria such as status, priority, or rule violations[155]. Using these two features on the Dispatcher Console would allow visualizing Rule Violating Service Appointments by setting up color codes or filters based on rule violations. Gantt is a tool that allows dispatchers to view and manage service appointments on a timeline[156]. Gantt Map is a tool that allows dispatchers to view and manage service appointments on a map[157]. Using these two features on the Dispatcher Console would not allow visualizing Rule Violating Service Appointments by themselves unless combined with color palettes or appointment list. Reference:

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

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

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

Question: 64

Universal Containers (UC) uses two contractors, Contractor 1 and Contractor 2, to perform repair work. Contractor 1 has provided services for UC for a longer period of time and is considered to have more repair work expertise than Contractor 2.

How should the Consultant configure the Contractors' experience?

- A. Assign Contractor 1 and 2 different Skill Levels for repair Work Type.
- B. Assign Contractor 1 as a Preferred Resource.
- C. Assign Contractor 1 and 2 different capacities for repair work.
- D. Assign Contractor 2 as an Excluded Resource.

Answer: A

Explanation:

Skills are records that define specific abilities or qualifications that service resources have[158]. Skill Levels are fields on the skill object that indicate the proficiency or experience of a service resource in a skill[159]. Assigning Contractor 1 and 2 different Skill Levels for repair Work Type would allow Universal Containers to configure the Contractors' experience by setting up criteria such as skill name equals repair and skill level equals high for Contractor 1 and low for Contractor 2. Assigning Contractor 1 as a Preferred Resource would not configure the Contractors' experience. Preferred Resources are

optimization criteria that prioritize assigning service appointments to resources who have previously completed similar work orders or who are preferred by customers[160]. Assigning Contractor 1 and 2 different capacities for repair work would not configure the Contractors' experience. Capacities are fields on the service resource object that indicate the number of hours available for work per day or week[161]. Assigning Contractor 2 as an Excluded Resource would not configure the Contractors' experience. Excluded Resources are optimization criteria that prevent assigning service appointments to resources who are explicitly excluded by customers or dispatchers[162]. Reference:

https://help.salesforce.com/s/articleView?id=sf.fs_skills_overview.htm&type=5
https://developer.salesforce.com/docs/atlas.en-us.api.meta/api/sforce_api_objects_skill_skilllevel.htm
https://help.salesforce.com/s/articleView?id=sf.fs_scheduling_policies_optimization_criteria_preferred_resources.htm&type=5
https://developer.salesforce.com/docs/atlas.en-us.api.meta/api/sforce_api_objects_servicerresource_capacityhoursperday.htm
https://help.salesforce.com/s/articleView?id=sf.fs_scheduling_policies_optimization_criteria_excluded_resources.htm&type=5

Question: 65

Universal Containers plans to implement Crew Management to better support its clients. Which area does the Consultant need to consider as part of the recommendation?

- A. The Preferred Resource service objective is ignored for active Crew Members.
- B. Capacity-based scheduling is supported for Service Crews.
- C. A service resource can only be 2 member of 2 single Crew
- D. Salesforce Field Service considers the Recommended Crew Size when assigning appointments.

Answer: A

Explanation:

Crew Management is a feature that allows creating and managing crews of multiple service resources who share the same service appointments[163]. The Preferred Resource service objective is ignored for active Crew Members because it only applies to individual resources and not crews[164]. Capacity-based scheduling is not supported for Service Crews because crews do not have capacity limits and can be assigned unlimited service appointments[165]. A service resource can be a member of multiple crews and can switch between them depending on their availability and skills[166]. Salesforce Field Service does not consider the Recommended Crew Size when assigning appointments because it only considers the Required Crew Size which indicates the minimum number of crew members needed for a service appointment[167]. Reference:

https://help.salesforce.com/s/articleView?id=sf.fs_service_crews_overview.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.fs_service_crews_limitations.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.fs_service_crews_limitations.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.fs_service_crews_create_edit_delete.htm&type=5
https://developer.salesforce.com/docs/atlas.en-us.api.meta/api/sforce_api_objects_serviceappointment_requiredcrewsizes.htm

Question: 66

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

- A. Use Work Types to assign associated Articles to Work Orders.
- B. Write a workflow that associates Articles to Work Orders based on a picklist on the Work Order.

- C. Use the Salesforce mobile app with deep linking to the Salesforce Field Service mobile app.
- D. Create a custom mobile app that syncs articles based on Service Appointment assignments

Answer: B

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]. Reference:

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

Question: 67

Universal Containers (UC) wants to track the Asset lifecycle when equipment has been swapped out. What should a Consultant recommend to meet this requirement?

- A. Add the field history tracking related list to the Asset Page and configure the Product Request object,
- B. Add the Related Asset related list to the Asset Page and configure the Product Request object
- C. Add the Related Asset related list to the Asset Page and configure the Asset Relationship object.
- D. Add the field history tracking related list to the Asset Page and configure the Asset Relationship object.

Answer: B

Explanation:

Assets are records that represent products or equipment that customers have purchased or installed[174]. Related Assets are records that track the relationships between assets such as parentchild or swap[175]. Product Requests are records that track the products or parts that are requested, transferred, or returned for a service appointment[176]. Adding the Related Asset related list to the Asset Page and configuring the Product Request object would allow Universal Containers to track the Asset lifecycle when equipment has been swapped out by creating related asset records for swapped assets and creating product request records for transferring or returning assets[177]. Adding the field history tracking related list to the Asset Page would not track the Asset lifecycle when equipment has been swapped out. Field history tracking is a feature that allows tracking changes to specific fields on an object over time[178]. Configuring the Asset Relationship object would not track the Asset lifecycle when equipment has been swapped out. Asset Relationship is an object that defines the types of

relationships between assets such as parent-child or swap[179]. Reference: <https://help.salesforce.com/s/articleView?id=sf.asset.htm&type=5>https://help.salesforce.com/s/articleView?id=sf.fs_related_assets_overview.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.fs_product_requests_overview.htm&type=5https://help.salesforce.com/s/articleView?id=sf.fs_related_assets_swap.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.field_history_tracking.htm&type=5
https://developer.salesforce.com/docs/atlas.en-us.api.meta/api/sforce_api_objects_assetrelationship.htm

Question: 68

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 the Consultant take to meet this requirement?

- A. Create a custom Visualforce page and add an external link in the Salesforce Field Service mobile app to view the page in the mobile browser.
- B. Create a Report Chart that summarizes Work Order Line Items and add a 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: D

Explanation:

Lightning Components are reusable units of user interface that can be customized and embedded in different pages or apps[180]. Work Order Line Items are records that track specific tasks or products related to a work order[181]. Creating a custom Lightning Component that displays Work Order progress and deploying it to Technicians through the Salesforce Field Service mobile app would allow Universal Containers' Technicians to view work progress through the Work Order Line Item card in the Salesforce Field Service mobile app by creating a component that shows the status or completion percentage of work order line items and adding it to the work order line item card layout in the mobile app settings[182]. Creating a custom Visualforce page and adding an external link in the Salesforce Field Service mobile app to view the page in the mobile browser would not allow Technicians to view work progress through the Work Order Line Item card in the Salesforce Field Service mobile app. Visualforce pages are web pages that can display custom user interface using HTML, CSS, JavaScript, and Apex[183]. Creating a Report Chart that summarizes Work Order Line Items and adding a link to the Service Appointment layout would not allow Technicians to view work progress through the Work Order Line Item card in the Salesforce Field Service mobile app. Report Charts are visual representations of report data that can be added to different pages or layouts[184]. Adding the Work Order Line Items related list to the Work Order page layout and assigning the layout to the Technician's profile would not allow Technicians to view work progress through the Work Order Line Item card in the Salesforce Field Service mobile app. Related lists are lists of records that are directly related to another record and can be added to different page layouts[185]. Reference: <https://developer.salesforce.com/docs/component-library/overview/components>

https://help.salesforce.com/s/articleView?id=sf.fs_work_order_line_items.htm&type=5https://help.salesforce.com/s/articleView?id=sf.fs_mobile_custom_cards_overview.htm&type=5
https://developer.salesforce.com/docs/atlas.en-us.pages.meta/pages/pages_intro_what_is_it.htmhttps://help.salesforce.com/s/articleView?id=sf.reports_charts_adding_to_layouts.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.customize_related_lists.htm&type=5

Question: 69

Service resources at Universal Containers (UC) frequently work in more than one service territory. The current scheduling policy looks only at primary territory. While UC still wants the optimizer to use

the service resource's primary territory when scheduling, UC also wants the scheduling policy to look at the resource's secondary service territories.

Which two scheduling policy changes should a Consultant recommend?

Choose 2 answers

- A. Select Working Location Enable Primary on the Working Territories Work Rule:
- B. Remove the Match Territory Work Rule.
- C. Include the Match Territory Work Rule.
- D. Deselect Working Location Enable Primary on the Working Territories Work Rule.

Answer: A, C

Explanation:

Working Location Enable Primary is a setting on the Working Territories work rule that defines whether resources should be matched with service appointments based on their primary territory only or any territory they belong to[186]. Match Territory is a work rule that defines whether resources should be matched with service appointments based on their territories[187]. Selecting Working Location Enable Primary on the Working Territories Work Rule and including the Match Territory Work Rule would allow Universal Containers' scheduling policy to look at both primary and secondary service territories by enabling matching resources with service appointments based on any territory they belong to and prioritizing matching resources with service appointments based on their territories. Removing the Match Territory Work Rule would not allow Universal Containers' scheduling policy to look at both primary and secondary service territories because it would disable matching resources with service appointments based on their territories. Deselecting Working Location Enable Primary on the Working Territories Work Rule would not affect Universal Containers' scheduling policy because it is already deselected by default. Reference:

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

Question: 70

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 a 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. Auto-generate Work Orders with a 14 day Generation Timeframe.
- D. Auto-generate Work Orders with a 14 day Generation Horizon.

Answer: C, D

Explanation:

Maintenance Plans are records that define recurring work orders for preventive maintenance such as inspections or tune-ups[188]. Auto-generate Work Orders is a setting that enables or disables the automatic generation of work orders from maintenance plans[189]. Generation Timeframe is a setting that defines how often work orders should be generated from maintenance plans such as daily, weekly, or monthly[190]. Generation Horizon is a setting that defines how far in advance

work orders should be generated from maintenance plans such as 7 days or 30 days[191]. Auto-generating Work Orders with a 14 day Generation Timeframe and a 14 day Generation Horizon would allow Universal Containers to automatically generate Work Orders 14 days before the next suggested maintenance date by creating work orders from maintenance plans every 14 days within 14 days of their scheduled date. Associating a Required Skill called Site Visit to a Maintenance Plan would not affect how far in advance work orders are generated from maintenance plans. Required Skills are fields on the maintenance plan object that indicate which skills are needed for performing preventive maintenance[192]. Associating a Work Type called Site Visit to a Maintenance Plan would not affect how far in advance work orders are generated from maintenance plans. Work Types are records that define the standard tasks and duration for a specific type of work[193].

Reference:

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

Question: 71

An extreme weather situation impacted both the volume of open work and the number of available resources at Universal Containers.

Which approach should a Consultant recommend to realign available resources with open work?

- A. Resource Schedule Optimization
- B. Emergency scheduling
- C. Global optimization
- D. Customer First scheduling

Answer: C

Explanation:

Global optimization is a feature that allows rescheduling multiple service appointments at once based on predefined criteria such as emergency priority, travel time, or skills[194]. Global optimization would allow Universal Containers to realign available resources with open work by running an optimization job that prioritizes emergency work and assigns it to the best available resources[195]. Resource Schedule Optimization is a feature that allows scheduling service appointments for individual resources based on their availability and preferences[196]. Resource Schedule Optimization would not allow Universal Containers to realign available resources with open work because it does not consider multiple resources or service appointments at once. Emergency scheduling is a feature that allows creating and assigning emergency service appointments to the best available resources[197]. Emergency scheduling would not allow Universal Containers to realign available resources with open work because it does not reschedule existing service appointments. Customer First scheduling is a feature that allows prioritizing customer preferences and satisfaction when scheduling service appointments[198]. Customer First scheduling would not allow Universal Containers to realign available resources with open work because it does not prioritize emergency

work or reschedule existing service appointments. Reference:

https://help.salesforce.com/s/articleView?id=sf.fs_optimization_overview.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.fs_optimization_global_overview.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.fs_resource_schedule_optimization_overview.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.fs_scheduling_emergency_overview.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.fs_scheduling_customer_first_overview.htm&type=5

Question: 72

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 Licenses. pee
- B. Create two Service Resources and assign them to the employee. &
- C. Create one Service Resource and assign the Technician and Dispatcher role.
- D. Create two Skills records and assign them to the Service Resource record.

Answer: A

Explanation:

Service Resources are records that represent the people or equipment that perform field service tasks[199]. Permission Set Licenses are records that grant users access to specific features or apps such as Salesforce Field Service[200]. Creating one Service Resource and assigning the relevant Permission Set Licenses would allow Universal Containers to configure Salesforce Field Service to support an employee who performs the role of a Dispatcher and a Technician by creating a service resource record for the employee and assigning them the Salesforce Field Service Dispatcher and Mobile permission set licenses[201]. Creating two Service Resources and assigning them to the employee would not work because an employee can only be associated with one service resource record[202]. Creating one Service Resource and assigning the Technician and Dispatcher role would not work because roles are records that define the level of access users have to data in an organization hierarchy[203]. Creating two Skills records and assign them to the Service Resource record would not work because skills are records that define specific abilities or qualifications that service resources have and do not affect their access to features or apps[204]. Reference: https://help.salesforce.com/s/articleView?id=sf.fs_service_resources_overview.htm&type=5https://help.salesforce.com/s/articleView?id=sf.perm_sets_license_overview.htm&type=5https://help.salesforce.com/s/articleView?id=sf.fs_perm_sets_license_assign.htm&type=5https://help.salesforce.com/s/articleView?id=sf.fs_service_resources_create_edit_delete.htm&type=5<https://help.salesforce.com/s/articleView?id=sf.roles.htm&type=5>
https://help.salesforce.com/s/articleView?id=sf.fs_skills_overview.htm&type=5

Question: 73

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. Ensure that Status Transitions are configured to prevent the up3Ste from "Cannot Complete" to
- B. Define "Cannot Complete" as a Pinned Status for Scheduling and Optimization Services
- C. Define "Cannot Complete" as a Pinned Status for Auto-Dispatch Services
- D. Ensure that Status Transitions are configured to allow the status update from "Cannot Complete" to "Scheduled."

Answer: A, B

Explanation:

Status Transitions are settings that define which status updates are allowed or restricted for service appointments[205]. Pinned Statuses are settings that prevent service appointments from being rescheduled or unscheduled by scheduling or optimization services[206]. Ensuring that Status Transitions are configured to prevent the update from “Cannot Complete” to “Scheduled” and defining “Cannot Complete” as a Pinned Status for Scheduling and Optimization Services would allow Universal Containers to ensure that Service Appointments in a “Cannot Complete” status are unable to be rescheduled or unscheduled for history tracking purposes by restricting the status change from “Cannot Complete” to “Scheduled” and preventing scheduling or optimization services from moving or removing service appointments with the “Cannot Complete” status[207]. Defining “Cannot Complete” as a Pinned Status for Auto-Dispatch Services would not affect whether Service Appointments in a “Cannot Complete” status are able to be rescheduled or unscheduled. AutoDispatch Services are settings that automatically assign service appointments to resources based on predefined criteria[208]. Ensuring that Status Transitions are configured to allow the status update from “Cannot Complete” to “Scheduled” would not ensure that Service Appointments in a “Cannot Complete” status are unable to be rescheduled or unscheduled. It would enable the status change from “Cannot Complete” to “Scheduled”.

Reference:

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

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

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

Question: 74

Universal Containers wants to dispatch emergency work identified throughout the day that needs to be completed before lower-priority work.

What should the Consultant recommend to meet this requirement?

- A. Apply the Reshuffle action within the Gantt.
- B. Define a Global Optimization job to run hourly.
- C. Create a custom Gantt action to call an Apex class to reschedule appointments.
- D. Write a batch Apex class to unschedule low priority work orders.

Answer: A

Explanation:

Reshuffle is an action within the Gantt that allows rescheduling multiple service appointments at once based on predefined criteria such as emergency priority, travel time, or skills[209]. Reshuffle would allow Universal Containers to dispatch emergency work identified throughout the day that needs to be completed before lower-priority work by running a reshuffle action that prioritizes emergency work and assigns it to the best available resources[210]. Defining a Global Optimization job to run hourly would not allow Universal Containers to dispatch emergency work identified throughout the day that needs to be completed before lower-priority work. Global Optimization is a feature that allows rescheduling multiple service appointments at once based on predefined criteria such as emergency priority, travel time, or skills[211]. Running a Global Optimization job hourly would not be responsive enough for emergency work identified throughout the day. Creating a custom Gantt action to call an Apex class to reschedule appointments would not be necessary for Universal Containers to dispatch emergency work identified throughout the day that needs to be completed before lower-priority work. Custom Gantt actions are actions within the Gantt that can be customized using Apex code to perform specific tasks such as sending notifications or updating fields[212]. Creating a custom Gantt action would require additional development and maintenance and would not leverage the existing Reshuffle action. Writing a batch Apex class to unschedule low priority work orders would not allow Universal Containers to dispatch emergency work identified throughout the day that needs to be completed before lower-priority work. Batch Apex is a way of processing large volumes of data asynchronously

using Apex code[213]. Writing a batch Apex class would require additional development and maintenance and would not leverage the existing Reshuffle action. Reference:
https://help.salesforce.com/s/articleView?id=sf.fs_gantt_reshuffle_overview.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.fs_gantt_reshuffle_run.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.fs_optimization_global_overview.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.fs_gantt_custom_actions_overview.htm&type=5 https://developer.salesforce.com/docs/atlas.en-us.apexcode.meta/apexcode/apex_batch_interface.htm

Question: 75

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:

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

Question: 76

Universal Containers wants to make it easier for Managers to monitor Preventative Maintenance work orders using the Dispatcher Console.

Which two filtering options should managers use to find the appropriate work orders? Choose 2 answers

- A, The Preventative Maintenance Gantt and filter the list to show only desired work orders
- B. The Dispatcher Console Map and filter the list to show only desired service appointments
- C. The Dispatcher Console Appointment list and filter the list to show only desired service appointments
- D. The Dispatcher Work Order Polygon and filter the list to show only desired service appointments

Answer: A, C

Explanation:

The Preventative Maintenance Gantt is a view within the Dispatcher Console that shows the scheduled service appointments for preventive maintenance work orders[217]. The Dispatcher Console Appointment list is a view within the Dispatcher Console that shows the list of service appointments with various details such as status, priority, or assigned

resource[218]. Filtering is a feature that allows narrowing down the list of records based on specific criteria such as date, status, or territory[219]. Using the Preventative Maintenance Gantt and filter the list to show only desired work orders and using the Dispatcher Console Appointment list and filter the list to show only desired service appointments would allow Universal Containers' Managers to monitor Preventative Maintenance work orders using the Dispatcher Console by showing them the preventive maintenance service appointments on a Gantt chart or a list view and allowing them to apply filters to see only the relevant records[220]. Using the Dispatcher Console Map and filter the list to show only desired service appointments would not allow Universal Containers' Managers to monitor Preventative Maintenance work orders using the Dispatcher Console. The Dispatcher Console Map is a view within the Dispatcher Console that shows the locations of service appointments and resources on a map[221]. Using the Dispatcher Work Order Polygon and filter the list to show only desired service appointments would not work because there is no such feature as Dispatcher Work Order Polygon.

Reference:

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

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

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

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

Question: 77

Which fields on Service Appointments help ensure that they are completed within the agreed upon Service Level Agreement (SLA) with Universal Containers' customers?

- A. Actual Start, Actual End
- B. Arrival Window Start, Arrival Window End
- C. Scheduled Start, Scheduled End
- D. Earliest Start Permitted, Due Date

Answer: D

Explanation:

Earliest Start Permitted is a field on the Service Appointment object that defines the earliest date and time that a service appointment can start[222]. Due Date is a field on the Service Appointment object that defines the latest date and time that a service appointment must be completed by[223]. Using Earliest Start Permitted and Due Date fields on Service Appointments would help ensure that they are completed within the agreed upon Service Level Agreement (SLA) with Universal Containers' customers by setting the boundaries for when a service appointment can start and finish according to the SLA terms[224]. Actual Start and Actual End are fields on the Service Appointment object that capture the actual date and time that a service appointment started and ended[225]. Using Actual Start and Actual End fields on Service Appointments would not help ensure that they are completed within the agreed upon SLA with Universal Containers' customers because they are recorded after the service appointment is performed and do not enforce any SLA terms. Arrival Window Start and Arrival Window End are fields on the Service Appointment object that define the expected date and time range that a resource will arrive at a service appointment[226]. Using Arrival Window Start and Arrival Window End fields on Service Appointments would not help ensure that they are completed within the agreed upon SLA with Universal Containers' customers because they only indicate when a resource will arrive and do not enforce any SLA terms. Scheduled Start and Scheduled End are fields on the Service Appointment object that define the planned date and time range that a service appointment will take place[227]. Using Scheduled Start and Scheduled End fields on Service Appointments would not help ensure that they are completed within the agreed upon SLA with Universal Containers' customers because they only indicate when a service appointment is scheduled and do not enforce any SLA terms. Reference:

https://developer.salesforce.com/docs/atlas.en-us.api.meta/api/sforce_api_objects_serviceappointment.htmhttps://help.salesforce.com/s/articleView?id=sf.fs_gantt_preventive_maintenance_overview.htm&type=5

Question: 78

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: B

Explanation:

Frequency is a field on the Maintenance Plan object that defines how often work orders should be generated from maintenance plans such as daily, weekly, or monthly[228]. Generation Timeframe is a field on the Maintenance Plan object that defines how many work orders should be generated from maintenance plans at a time such as 1, 2, or 12[229]. Auto-generate work orders is a field on the Maintenance Plan object that enables or disables the automatic generation of work orders from maintenance plans[230]. Setting Frequency to 1 Month; Generation Timeframe of 12; uncheck Autogenerate work orders would allow Universal Containers to offer customers a Maintenance Plan that provides 12 monthly checkups where the customer will call to schedule each visit by creating maintenance plans that generate one work order per month for 12 months but do not generate them automatically until the customer calls[231]. Setting Frequency to 1 Month; Generation Timeframe of 1; check Auto-generate work orders would not allow Universal Containers to offer customers a Maintenance Plan that provides 12 monthly checkups where the customer will call to schedule each visit. It would create maintenance plans that generate one work order per month for one month and generate them automatically without waiting for customer calls. Setting Frequency to 1 Month; Generation Timeframe of 12; check Auto-generate work orders would not allow Universal Containers to offer customers a Maintenance Plan that provides 12 monthly checkups where the customer will call to schedule each visit. It would create maintenance plans that generate one work order per month for 12 months and generate them automatically without waiting for customer calls. Setting Frequency to 1 Month; Generation Timeframe of 1; uncheck Auto-generate work orders would not allow Universal Container

Question: 79

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: A, B, D

Explanation:

Use all-or-none scheduling for related appointments is a setting in Field Service Settings that enables or disables the simultaneous scheduling of service appointments that have dependencies[232]. Dependency Type is a field on the Service Appointment object that defines the relationship between two service appointments such as Start After Finish, Start Before Finish, or Finish Before Start[233]. Same Resource and Same Day are fields on the Service Appointment object that indicate whether two service appointments with dependencies should be assigned to the same resource and scheduled on the same day[234]. Selecting the checkbox Use all-or-none scheduling for related appointments in Field Service Settings, setting the Dependency Type to Start After Finish and Same Day on the first service appointment in the dependency, and making sure the Same Resource and Same Day fields appear on the Service Appointments page layout would allow Universal Containers to ensure that a customer makes one appointment for the sales department, and another appointment for the service department, that should be handled on the same day, but should be created as separate appointments, where the Technician must complete one appointment before starting the next, and that these two appointments are scheduled together and in sequence by enabling simultaneous scheduling of dependent service appointments, defining the order and timing of the service appointments, and ensuring that the service appointments are assigned to the same resource and scheduled on the same day[235]. Creating a dependency between the two appointments and setting the start times to be the same would not work because it would not ensure that one appointment is completed before starting the next. Adding the Complex Work Visualforce page to the Service Appointments page would not work because it is not a feature of Salesforce Field Service.

Reference:

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

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

Question: 80

Universal Containers just started its Field Service Implementation and is configuring Service Territories and Locations. The Locations need to be associated to Territories.

In which two ways should the Consultant show this relationship?

Choose 2 answers

- A. Add the Service Territory Location Related List on the Service Territory page layout.
- B. Add the Service Territory Location Related List on the Location page layout.
- C. Create the Service Territory Location as a Service Territory lookup field.
- D. Create the Service Territory Location as a Location lookup field.

Answer: A, B

Explanation:

Service Territory Location is a junction object that links Service Territory and Location objects[236]. Related Lists are components on page layouts that show records that are related to a record through a lookup or master-detail relationship[237]. Adding the Service Territory Location Related List on the Service Territory page layout and adding the Service Territory Location Related List on the Location page layout would allow Universal Containers to show how Locations are associated to Territories by displaying a list of Service Territory Locations on each record[238]. Creating the Service Territory Location as a Service Territory lookup field or creating the Service Territory Location as a Location lookup field would not work because they are not valid fields on either object. Reference:

https://developer.salesforce.com/docs/atlas.en-us.api.meta/api/sforce_api_objects_serviceterritorylocation.htmhttps://help.salesforce.com/s/articleView?id=sf.customize_related_lists.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.fs_service_territory_locations_overview.htm&type=5

Question: 81

Universal Containers wants to identify which resources need more or fewer appointments. Which Gantt chart filter option should a Consultant recommend to provide this information?

- A. Select Date Resolution on the Hours Tab.
- B. Select Travel Time and Breaks as skills on the Skills Tab.
- C. Select Hours, Absences and Overtime on the Utilization Tab.
- D. Select Sort by Average Utilization on the Resources Tab.

Answer: D

Explanation:

Sort by Average Utilization is an option on the Resources Tab of the Gantt chart that allows sorting resources by their average utilization percentage[239]. Utilization is a metric that measures how much time a resource spends on service appointments compared to their total working hours[240]. Selecting Sort by Average Utilization on the Resources Tab would allow Universal Containers to identify which resources need more or fewer appointments by showing them how busy each resource is based on their utilization percentage[241]. Selecting Date Resolution on the Hours Tab would not allow Universal Containers to identify which resources need more or fewer appointments. Date Resolution is an option on the Hours Tab of the Gantt chart that allows changing how many hours are shown per column such as 1 hour, 2 hours, or 4 hours[242]. Selecting Travel Time and Breaks as skills on the Skills Tab would not allow Universal Containers to identify which resources need more or fewer appointments. Skills are records that define specific abilities or qualifications that resources have[243]. Travel Time and Breaks are not skills but fields on the Resource object that define how much time a resource spends traveling between service appointments and how much time they take for breaks[244]. Selecting Hours, Absences and Overtime on

Question: 82

Technicians earn certifications that must be renewed periodically to ensure their skills remain up to date.

How can these certifications be managed on the Resource?

- A. Add the Resource Skill and track certification using reminder.
- B. Add the Resource Skill and create Absence once expired.
- C. Add the Resource Skill and remove from the Service Territory once expired.
- D. Add the Resource Skill and set the End Date.

Answer: D

Explanation:

This option allows the Resource Skill to expire when the certification expires, and prevents the resource from being scheduled for jobs that require that skill. Reference: https://help.salesforce.com/s/articleView?id=sf.fs_resource_skills.htm&type=5

Question: 83

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.

Reference:

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

Question: 84

Northern Trail Outfitters (NTO) wants to use crews to service its customers. NTO's consultant recommends using the Crew Management tool to create and maintain the crews, and indicates that access to the tool is given via a permission set. Which two permission sets should give a user access to the Crew Management tool?

Choose 2 answers

- A. FSL Agent Permissions
- B. FSL Dispatcher Permissions
- c. FSL Admin Permissions
- D. FSL Resource Permissions

Answer: B

Explanation:

These two permission sets give access to the Crew Management tool, which allows creating and managing crews and crew members.

Reference:

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

Question: 85

At Universal Containers, the Service Territory member's time zone is one hour behind the Service Territory time zone. How should the Consultant ensure proper scheduling and optimization for the member?

- A. Add one hour to the start and end times on the Service Territory.
- B. Change the time zone on the Service Territory Member's user record to match the Service Territory's time zone.
- C. Add one hour to the start and end times on the Service Territory Member's Operating Hours.
- D. Subtract one hour from the start and end times on the Service Territory.

Answer: C

Explanation:

This option ensures that the service territory member's operating hours are aligned with the service territory's time

zone, and avoids scheduling conflicts or gaps. Reference:

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

Question: 86

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: A, C

Explanation:

These two settings ensure that each inspection is completed within a single visit and includes all installed assets on site. Reference:

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

Question: 87

A customer wants to return a defective product instead of scheduling a Service Appointment. How should this product be tracked in Salesforce Field Service?

- A. Create a Work Order and Work Order Line Item.
- B. Create a Return Order and Return Order Line Item.
- C. Create a Product Request and Product Request Line Item.
- D. Create a Return Order and relate it to the Product.

Answer: B

Explanation:

This option allows tracking the return of a defective product and its replacement with a new one, if applicable.

Reference:

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

Question: 88

Which two scenarios are fully supported by Maintenance Plans? Choose 2 answers

- A. Appointments on the first Tuesday of the month
- B. Site inspections during the first week of the "year
- C. Quarterly sales visits to a customer
- D. Weekly recurring appointments at 8:00 AM

Answer: A, D

Explanation:

These two scenarios are fully supported by Maintenance Plans, which allow creating recurring work orders and service appointments based on various criteria. Reference:

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

Question: 89

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: C

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. Reference:

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

Question: 90

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

Explanation:

This option allows capturing multiple signatures on a service report by creating different signature types (such as customer approval or technician verification) and adding them to the service report template. Reference:

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

Question: 91

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

Answer: C

Explanation:

Field Sets allow controlling which fields are displayed on the Work Order and Service Appointment cards in the Salesforce Field Service mobile app. Reference:

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

Question: 92

Universal Containers has customers who have previously negotiated pricing on some products.

Which Price Book structure should a Consultant recommend when considering the implications of pricing on Work Orders?

- A. Create customer-specific Price Books and add all products as Price Book Entries.
- B. Utilize a custom Global Price Book and add price-negotiated products as Price Book Entries.
- C. Create customer-specific Price Books and add only price-negotiated products as Price Book Entries.
- D. Utilize a custom Global Price Book and add all products as Price Book Entries.

Answer: C

Explanation:

This option allows applying different prices for the same product based on the customer agreement, and avoids duplicating products that have standard prices. Reference:

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

Question: 93

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: CD

Explanation:

These two conditions would make the optimizer run slower and leave many Service Appointments unscheduled, as it would have to evaluate too many possible scenarios and combinations. Reference:

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

Question: 94

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

Explanation:

This option allows recording the required work for each component separately, and tracking the status and progress of each Work Order Line Item. Reference:

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

Question: 95

A Dispatcher needs to reduce the backlog of Service Appointments in different territories and focus on individual customer service preferences.

Which Scheduling Policy should the Dispatcher use?

- A. Emergency
- B. High Intensity
- C. Soft Boundaries
- D. Customer First

Answer: D

Explanation:

This scheduling policy prioritizes customer service preferences over other factors, such as travel time or resource availability. Reference:

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

Question: 96

The Org-Wide Default sharing for a Service Appointment is set to Private.

If the Service Appointment is cancelled, which users will have visibility to the record?

- A. Owner of Service Appointment and members of User Territory
- B. Assigned Resources, Owner of Service Appointment and members of Service Territory
- C. Assigned Resources, Owner of Service Appointment and members of User Territory
- D. Owner of Service Appointment and members of Service Territory

Answer: B

Explanation:

This option reflects the sharing rules for Service Appointments, which grant access to the assigned resources, the owner of the record, and the members of the service territory associated with the record. Reference: https://help.salesforce.com/s/articleView?id=sf.fs_sharing_rules.htm&type=5

Question: 97

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

Explanation:

This option allows automatically dispatching a certain number of Service Appointments to a technician after they complete their current one, based on a predefined criteria. Reference: https://help.salesforce.com/s/articleView?id=sf.fs_drip_feed_dispatch.htm&type=5

Question: 98

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

Explanation:

This option allows automatically associating certain products to Work Orders based on the work type selected, and generating Work Order Line Items for those products. Reference: https://help.salesforce.com/s/articleView?id=sf.fs_work_types.htm&type=5

Question: 99

Universal Containers has implemented a Flow that allows Technicians to replace faulty or damaged Assets directly from within the Salesforce Field Service mobile app.

Once a replacement has been made, where can the Asset Relationships be viewed?

- A. Only the Primary Assets related list on the Asset object
- B. Only the Primary Assets related list on the Work Order object
- C. Both the Primary Assets and Related Assets related lists on the Work Order object
- D. Both the Primary Assets and Related Assets related lists on the Asset object

Answer: D

Explanation:

This option allows viewing the asset relationships on the Asset object, where the primary asset is the parent asset and the related assets are the child assets. Reference:

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

Question: 100

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

Answer: BC

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. Reference:

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

Question: 101

To prepare for an upgrade, a mobile technician creates a product request for three circuit boards to be sent from the main warehouse to the customer site. The completed job needs two of the boards. Which two Field Service tools should the technician use to return the unused circuit board to the warehouse? Choose TWO answers

- A. Work Order
- B. Return Order
- C. Product Transfer
- D. Product Receipt

Answer: B, D

Explanation:

The technician would use a Return Order to create a return for the unused circuit board. The Return Order would specify the quantity of the product being returned, the reason for the return, and the shipping address. The technician would then use a Product Receipt to record the receipt of the returned product. The Product Receipt would specify the quantity of the product received, the condition of the product, and the location of the product.

The other two options are incorrect because they are not used to return products. A Work Order is used to track the work that needs to be done on a product or service. A Product Transfer is used to move products from one location to another.

Question: 102

Universal Containers's Dispatchers want to visualize the planned travel route for a Technician during their shift. Which feature should the Consultant recommend to meet the requirement?

- A. Service Appointment Reports
- B. Service Resource Dashboard
- C. Street-level Routing
- D. Aerial Routing

Answer: C

Explanation:

This option allows visualizing the planned travel route for a technician on a map, based on the street level directions and traffic conditions. Reference: https://help.salesforce.com/s/articleView?id=sf.fs_street_level_routing.htm&type=5

Question: 103

Universal Containers (UC) provides services to multiple machines installed at customer sites. Each machine has different issues that need to be fixed. UC wants to track progress, different parts used, and time spent on each machine when dispatching a Technician.

How should the Consultant meet these requirements?

- A. Each Asset will have a Service Appointment that will represent the work needed for each machine.
- B. Work Orders will have multiple Work Order Line Items. Each Work Order Line Item will be linked to the Asset and have a Service Appointment.
- C. Work Orders will have multiple Service Appointments. Each Service Appointment will be linked to the Asset.
- D. Each Account will have a Service Appointment that will represent the work to be done at the customer site.

Answer: B

Explanation:

This option allows tracking the required work for each machine separately, and scheduling a service appointment for each work order line item. Reference: https://help.salesforce.com/s/articleView?id=sf.fs_work_order_line_items.htm&type=5

Question: 104

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 TWO 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 Order.

Answer: C, D

Explanation:

Creating a new Service Appointment on the original Work Order is the best option because it will allow Universal Containers to track the work that was done on the initial visit and the work that needs to be done on the return visit. Rescheduling the Service Appointment for the new date is also a good option because it will allow Universal Containers to track the date and time of the return visit. The other two options are not as good because they will not allow Universal Containers to track the work that was done on the initial visit. Creating a new Work Order and Service Appointment would create a new record for the return visit, which would not be linked to the original Work Order. Rescheduling the Work Order for the new date would reschedule the entire Work Order, including the initial visit, which would not be accurate.

Question: 105

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

Explanation:

This option allows booking appointments, creating work orders, and viewing work types and work rules, which are the tasks that call center agents are responsible for. Reference: https://help.salesforce.com/s/articleView?id=sf.fs_permission_sets.htm&type=5

Question: 106

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: A, B

Explanation:

These two objects are required when configuring an optimization job, as they define the scope and the criteria for the optimization process. Reference:

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

Question: 107

Universal Containers (UC) wants to ensure that Technicians enter required information only once when completing Work Orders on the Salesforce Field Service

mobile app. The information entered by Technicians needs to also update the Service Appointment and the Case that are associated to the Work Order.

What should a Consultant leverage to ensure the right data is captured from the Salesforce Field Service mobile app?

- A. Quick Actions that launch a Flow on Cases, Work Orders and Service Appointments with required fields.
- B. Process Builder on Case to update the Service Appointment and Work Order.
- C. oO Quick Action on the Work Order that launches a Flow to update the Work Order, Case, and Service Appointment.
- D. Lightning Component with required fields to update the Case, Work Order and Service Appointment.

Answer: C

Explanation:

This option allows capturing the required information on the work order and updating the related case and service appointment records using a flow. Reference:

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

Question: 108

Which two considerations impact the scheduled timeframe of Multi-day Work? Choose 2? answers

- A. Assigned Resource
- B. Homebase Travel
- C. Resource Skill Level
- D. Break Duration

Answer: A, D

Explanation:

These two considerations impact the scheduled timeframe of multi-day work, as they affect the availability and capacity of the resource assigned to the work. Reference:

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

Question: 109

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 2 answers

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

Answer: A, B

Explanation:

These two applications allow viewing all of the absence records at once, as they support displaying related lists on objects such as service resources or service territories. Reference: https://help.salesforce.com/s/articleView?id=sf.fs_absences_overview.htm&type=5

Question: 110

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 2 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: A, B

Explanation:

These two ways allow dispatching the appropriate technicians based on customer feedback, as they allow defining which resources are preferred or avoided by customers or accounts. Reference: https://help.salesforce.com/s/articleView?id=sf.fs_resource_preferences.htm&type=5

Question: 111

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

Explanation:

This option allows tracking each door lock as a unique product item with its own serial number and inventory location.

Reference:

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

Question: 112

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

Explanation:

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

Reference:

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

Question: 113

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

Explanation:

This option allows creating a service resource that represents a group of technicians who work together on the same service appointment. Reference:

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

Question: 114

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: A, D

Explanation:

These two options allow creating skills that represent qualifications and assigning them to service resources and work orders, and using a work rule to match skills when scheduling appointments. Reference: https://help.salesforce.com/s/articleView?id=sf.fs_skills.htm&type=5

Question: 115

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

Explanation:

This option allows creating a record to request products from another inventory location and adding product request line items for each product requested. Reference: https://help.salesforce.com/s/articleView?id=sf.fs_product_requests_overview.htm&type=5

Question: 116

Universal Containers Technicians frequently need to request more parts from another inventory location when stock runs low.

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- 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

Explanation:

This option allows creating a record to request products from another inventory location and adding product request line items for each product requested. Reference: https://help.salesforce.com/s/articleView?id=sf.fs_product_requests_overview.htm&type=5

Question: 117

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

Explanation:

This option allows tracking the time spent on each step of the work order line item and associating it with the time sheet entry record. Reference:

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

Question: 118

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 TWO answers

- A. Create the work skills using the FSL Lightning Web Component. Assign the skills to Service Resources. Add the skill to Work Types and Work Orders.
- B. Create the work skills using the Guided Setup wizard. Assign the skills to Service Resources using Guided Setup.
- C. Create the work skills using the FSL Lightning Managed Package wizard. Assign the skills to Service Resources. Add the skill to Work Types and Work Orders.
- D. Create the work skills using Setup. Manually as Resources.

Answer: B, D

Explanation:

Question: 119

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: ACE

Explanation:

These three objects are associated to the work type, as they define the skills, products, and service appointments that are related to the type of work performed. Reference:

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

Question: 120

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: B

Explanation:

This option allows reporting on assets and their attributes, including hierarchical relationships, by using the standard asset reports and fields. Reference:

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

Question: 121

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: B, D

Explanation:

These two troubleshooting steps should be taken to resolve the issue, as they could explain why the service appointment status is not updated correctly on the console. Reference:

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

Question: 122

Universal Containers needs a team to perform periodic maintenance on the most complex products. Which feature should the Consultant configure to meet this requirement?

- A. Required Resource
- B. Preferred Resource
- C. Service Crew
- D. Technicians with Required Skills

Answer: C

Explanation:

This feature should be configured to meet this requirement, as it allows creating a group of service resources that can perform periodic maintenance on complex products together. Reference: https://help.salesforce.com/s/articleView?id=sf.fs_crew_management.htm&type=5

Question: 123

Which Work Rule should a Salesforce Field Service Consultant use to assign Service Resources based on related object records?

- A. Resource Availability
- B. Extended Match
- C. Required Resource
- D. Match Field

Answer: D

Explanation:

This work rule should be used to assign service resources based on related object records, such as accounts or assets, by matching field values between objects. Reference: https://help.salesforce.com/s/articleView?id=sf.fs_work_rules_match_field.htm&type=5

Question: 124

Universal Containers sells products that are made up of serialized components. Technicians often need to work on a specific component.

How should a Consultant recommend tracking customer purchases so Work Orders can be assigned to a component?

- A. Use Work Orders and define a hierarchy.
- B. Use Products and Product Families.
- C. Use Assets and define a hierarchy.
- D. Use Orders and Order Products.

Answer: C

Explanation:

This option allows tracking customer purchases of serialized components as assets and defining parent-child relationships between them. Reference: https://help.salesforce.com/s/articleView?id=sf.fs_asset_hierarchy.htm&type=5

Question: 125

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 new 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

Explanation:

This option allows updating the service crew to meet the skill requirements by adding service resources to the crew using a drag-and-drop interface. Reference: https://help.salesforce.com/s/articleView?id=sf.fs_crew_management_tool.htm&type=5

Question: 126

Northern Trail Outfitters is adding Field Service Schedule Optimization to its Field Service implementation. Which licensing will be required for the Field Service Schedule Optimization user?

- A. Resource License
- B. Salesforce License
- C. Dispatcher License
- D. Scheduling License

Answer: B

Explanation:

This licensing will be required for the Field Service Schedule Optimization user, as it allows accessing Salesforce features and functionality such as optimization jobs and settings. Reference: https://help.salesforce.com/s/articleView?id=sf.fs_permission_sets.htm&type=5

Question: 127

The Dispatcher at Universal Containers wants to schedule Service Appointments from the Dispatch Console while taking the Scheduling Policy into consideration.

Which three options are available to the Dispatcher? Choose 3 answers

- A. Select a Service Appointment from the list and use the "Schedule" action.
- B. Select a Service Appointment from the list, use the "Change Status" action and "Dispatch."
- C. Select multiple Service Appointments from the list and bulk schedule them.
- D. Select a Service Appointment from the list, use the "Candidates" action, and select the best time slot.
- E. Select a Service Appointment from the list, use the "Edit" action and allocate the Resource.

Answer: A, C, D

Explanation:

These three options are available to the dispatcher to schedule service appointments from the dispatch console while taking the scheduling policy into consideration. Reference:

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

Question: 128

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

Explanation:

This option allows tracking individual tasks completed as work order line items, including parts consumed and pricing details, and scheduling one or multiple tasks to different technicians as needed using service appointments. Reference:

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

Question: 129

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

Explanation:

This option allows generating a report in the customer's language by selecting the language from a picklist field on the work order record. Reference:

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

Question: 130

Universal Containers wants to implement Service Level Agreements (SLA) for Work Orders. Which three considerations should the Consultant take into account?

Choose 3 answers

- A. An Entitlement Process must be applied to both Cases and Work Orders.
- B. Milestones for Work Orders can be configured in Setup.
- C. Milestones for Work Orders can be set up from the metadata API.
- D. A new Entitlement Process requires selecting a single Entitlement Process Type.
- E. A single Milestone can be added to both Case and Work Order Entitlement Processes.

Answer: BCD

Explanation:

These three considerations should be taken into account when implementing service level agreements for work orders,

as they affect how milestones are created and applied to work orders. Reference:

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

Question: 131

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. 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

Explanation:

This option allows tracking the work performed for each asset separately and associating it with a work order and a service appointment. Reference:

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

Question: 132

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

Explanation:

This option allows handling unplanned service during times of severe weather by creating a policy that overrides the existing scheduling policy and using a wizard to reschedule service appointments based on the emergency policy. Reference:

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

Question: 133

Which object can be used to share Service Appointments with Service Resources in Salesforce Field Service?

- A. Service Territory
- B. Work Order
- C. User Territory

D. Service Territory Member

Answer: A

Explanation:

This object can be used to share service appointments with service resources in Salesforce Field Service by assigning service resources to service territories and assigning service appointments to the same service territories. Reference:

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

Question: 134

Which configuration can Universal Containers use to brand the Salesforce Field Service mobile app?

- A. Company style sheets
- B. Company address
- C. Company logo
- D. Company colors

Answer: C

Explanation:

This configuration can be used to brand the Salesforce Field Service mobile app by uploading a custom logo image that appears on the app's login screen and navigation bar. Reference:

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

Question: 135

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. Resource Schedule Optimization
- D. Fix Overlaps

Answer: C

Explanation:

This feature should be used to reduce travel time and increase technician productivity by automatically scheduling service appointments based on predefined criteria and objectives, such as minimizing travel distance or maximizing utilization. Reference:

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

Question: 136

Customer relationships and reliable service are the main focus this year at Ursa Major Solar. Management has

asked that once a technician has serviced a customer, they continue to service that customer when possible. What should the consultant recommend to meet this requirement?

- A. Designate a Skill-based resource to the Work Order.
- B. Assign a Preferred status Resource Preference to the Account.
- C. Configure an account preference on the Service Resource record.
- D. Include the Required Resource work type in Scheduling Policies.

Answer: B

Explanation:

This option should be recommended to meet this requirement, as it allows specifying which service resources are preferred by customers or accounts when scheduling service appointments. Reference: https://help.salesforce.com/s/articleView?id=sf.fs_resource_preferences.htm&type=5

Question: 137

Universal Containers wants to ensure that inventory needed for repair jobs is tracked and managed so Technicians have the material for their jobs.

Which two ways should a Consultant recommend tracking these inventory requirements in Salesforce? (Choose two.)

- A. Products Required for Work Orders
- B. Products Required for Service Appointments
- C. Products Required for Work Order Line Items
- D. Products Required for Service Resources

Answer: A, C

Explanation:

These two ways should be recommended to track these inventory requirements in Salesforce, as they allow specifying which products are needed for work orders or work order line items and updating the inventory accordingly. Reference: https://help.salesforce.com/s/articleView?id=sf.fs_products_required.htm&type=5

Question: 138

universal containers want to limit their technicians view of work orders and appointment in the field service lightning mobile app. What should a consultant recommend to control their technicians?

- A. mini page layouts
- B. page layouts
- C. field sets
- D. visual force page

Answer: C

Explanation:

This option should be recommended to control the technicians' view of work orders and appointments in the field service lightning mobile app, as it allows customizing which fields are displayed on different screens of the app. Reference:

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

Question: 139

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

Explanation:

This option should be recommended to meet this requirement, as it allows creating a service resource that represents a group of technicians who work together on the same service appointment. Reference:

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

Question: 140

Universal Containers occasionally needs to use two Technicians to complete a job, however the Technicians can be onsite at different times.

How should a Consultant implement this process?

- A. Create two Service Appointments and assign two different Resources.
- B. Create one Service Appointment and add two Required Resources.
- C. Create one Service Appointment and schedule two Resources.
- D. Create two Service Appointments and set the Early Start to the Start Time of the first Service Appointment.

Answer: A

Explanation:

This option should be recommended to implement this process, as it allows scheduling two technicians to complete a job at different times by creating two separate service appointments and assigning them to different resources. Reference:

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

Question: 141

Universal Containers tracks customer issues in its call center. Sometimes a Technician is required at the customer's location to resolve the issue.

Which sequence of steps should a Consultant recommend to dispatch the Technician?

- A. Create Case, Create Service Appointment, Create Work Order, Dispatch Service Appointment.
- B. Create Work Order, Create Case, Dispatch Work Order, Create Service Appointment.
- C. Create Case, Create Work Order, Create Service Appointment, Dispatch Service Appointment.
- D. Create Service Appointment, Create Work Order, Create Case, Dispatch Service Appointment.

Answer: C

Explanation:

This is the recommended sequence of steps to dispatch a technician for a customer issue. A case is created to track the customer issue, a work order is created to track the work that needs to be done, a service appointment is created to schedule the work, and a service appointment is dispatched to assign it to a technician.

Reference:

https://trailhead.salesforce.com/en/content/learn/modules/field_service_basics/field_service_work_orders

Question: 142

Approximately 70% of Universal Containers^ site visits are inspections and quotation sessions that take roughly the same amount of time and set of resource skills to complete.

What should a Consultant recommend to streamline the creation of these Work Orders?

- A. Create a child Work Order for each similar site visit.
- B. Create Work Types for use on Work Orders.
- C. Create a standard set of Work Order Line Items.
- D. Create a work flow to clone the Work Order.

Answer: B

Explanation:

Work types are used to define the standard duration and skills required for a specific type of work. By creating work types for similar site visits, the creation of work orders can be streamlined and standardized.

Reference:

https://trailhead.salesforce.com/en/content/learn/modules/field_service_basics/field_service_work_types

Question: 143

Dispatchers at Universal Containers want to ensure resources assigned to a Work Order have the appropriate level of expertise.

What should a Consultant implement to accomplish this requirement?

- A. Define Work Types, Define Work Order Status, Set up Resource Skills
- B. Set up Skill Requirements, Define Work Types, Set up Routing Rules
- C. Define Skills, Set up Skill Requirements, Set up Resource Skills
- D. Set up Service Locations, Set up Location Skills, Define Work Types

Answer: C

Explanation:

Skills are used to define the level of expertise that a resource has for a specific type of work. Skill requirements are used to define the level of expertise that a service appointment needs. Resource skills are used to assign skills to resources. By setting up these components, the system can match service appointments with resources based on their skills.

Reference:

https://trailhead.salesforce.com/en/content/learn/modules/field_service_basics/field_service_skills

Question: 144

Ursa Major Solar tracks installed products using the Salesforce Asset object. Each individual solar panel is treated separately. To save money on service calls, many times customers will wait to have a technician come onsite until there are multiple panels that need servicing.

How should the callout for multiple panels be treated in Salesforce?

- A. Create a work order for each installed product and a work order dependency to assign to the same resource.
- B. Create a work order hierarchy with each installed product as a child work order.
- C. Create a work order with a work order line item for each installed product.
- D. Create an asset hierarchy with each installed product as a child asset in the hierarchy.

Answer: C

Explanation:

Work order line items are used to track individual products or services that are part of a work order. By creating a work order line item for each installed product that needs servicing, the system can track the status and completion of each product separately.

Reference:

https://trailhead.salesforce.com/en/content/learn/modules/field_service_basics/field_service_work_order_line_items

Question: 145

The service director at Ursa Major Solar would like to understand the effect that service objectives have on the assignment of service appointments to service resources.

Where can the director view service objective scores for potential appointment time slots?

- A. Bulk dispatch action
- B. Book appointment action
- C. Candidates action
- D. Dispatch console

Answer: B

Explanation:

The book appointment action is used to schedule a service appointment based on service objectives

and resource availability. The action displays a list of potential time slots with service objective scores for each slot. The higher the score, the better the slot meets the service objectives.

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

Question: 146

AW Computing groups its technicians based on seniority. The newest techs comprise Tier 1, move to Tier 2 after a year on the job, and get assigned to Tier 3 after 3 years on the job. Resources with more seniority should be considered for a job over resources with less seniority.

How should the field service administrator ensure this corporate policy is enforced considering the Customer First scheduling policy is utilized consistently except in emergency situations?

- A. Create a custom number field to capture the tier number on the service resource.
- B. Create a queue for each tier group within each territory on the Service Appointment object.
- C. Use the Priority field on the service resource assigning Tier 3 techs the lowest number and Tier 1 techs with the highest number.
- D. Make a relevance group on the work rule to filter based on the tier number and add the rule to the policy.

Answer: D

Explanation:

A relevance group is used to filter resources based on a custom field value. By creating a relevance group on the work rule to filter based on the tier number, the system can prioritize resources with higher seniority for a service appointment.

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

Question: 147

The system administrator at Ursa Major Solar creates several custom actions on the Work Order object. Field technicians report that the actions are visible while using the Salesforce mobile app but not visible in the Field Service mobile app.

What are two reasons why the actions only display in the Salesforce mobile app?

Choose 2 answers

- A. The action was added as part of the Salesforce mobile navigation settings options.
- B. The actions were not added to the Classic Publisher Quick Actions section on the page layout.
- C. The actions were not added to the Mobile and Lightning Actions section on the page layout.
- D. The action type being utilized on the Work Order object is Lightning component.

Answer: BC

Explanation:

To make custom actions visible in the Field Service mobile app, they need to be added to both the Classic Publisher Quick Actions section and the Mobile and Lightning Actions section on the page layout.

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

Question: 148

Universal Containers provides prompt service and has multiple service levels for different customers. Over 50% of Service Appointments are created on the same day that they need to be completed. As a result, a Technician's daily schedule can change multiple times throughout the day.

Which method of dispatching should a Consultant recommend implementing?

- A. Automatically Dispatch Service Appointments using Drip Feed.

- B. Automatically change the schedule policy.
- C. Automatically change the status to Dispatched of all Service Appointments.
- D. Automatically schedule unscheduled services to available Resources.

Answer: A

Explanation:

Drip feed is a feature that automatically dispatches service appointments to resources based on predefined criteria and time intervals. By using drip feed, the system can handle same-day service appointments and adjust the technician's schedule accordingly.

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

Question: 149

Universal Containers currently tracks its customers' entitlements to support utilizing Salesforce Service Cloud. Service calls that require a Technician to go to the customer's location require the creation of a Work Order. Once the Agent confirms that the customer and product are eligible for onsite support, a Work Order is manually created.

On which object should the Consultant define a Quick Action to create the Work Order?

- A. Entitlement
- B. Opportunity
- C. Case
- D. Contact

Answer: C

Explanation:

A quick action is used to create a record from another record with predefined field values. By defining a quick action to create a work order from a case, the agent can easily create a work order for on-site support after verifying the customer's entitlement and product.

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

Question: 150

Universal Containers wants to ensure that Service Appointments are dispatched to Resources from the same Service Territory only.

How can this be configured?

- A. Include the Match Territory Work Rule in the Scheduling Policy.
- B. Include the Resource Availability Work Rule in the Scheduling Policy.
- C. Mark the Service Territory's Resources as Required on the Service Appointments.
- D. Ensure the Resource's Address is in the same Territory as the Service Appointments.

Answer: A

Explanation:

A work rule is used to define scheduling constraints and preferences for service appointments. The Match Territory work rule is used to ensure that service appointments are dispatched to resources from the same service territory only.

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

Question: 151

Universal Containers has dispatchers who can set up new territories, define new schedule policies, and control settings on the Gantt chart.

In addition to Field Service Lightning Dispatcher Permissions and the Field Service Lightning Dispatcher License, which permissions should a Consultant assign to the dispatchers?

- A. Field Service Lightning Mobile License
- B. Field Service Lightning Admin Permissions
- C. Field Service Lightning Scheduling License
- D. Field Service Lightning Standard Permissions

Answer: B

Explanation:

Field Service Lightning Admin Permissions are required to set up new territories, define new schedule policies, and control settings on the Gantt chart. These permissions allow users to access and modify field service settings and objects.

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

Question: 152

AW Computing technicians handle different kinds of jobs, many of which involve installing or replacing parts. Having the appropriate inventory is critical to completing the jobs on time.

How should field service be configured to ensure the parts required for a job are listed correctly on the work order?

- A. Ensure the product items are available in inventory.
- B. Include the required products in the work type.
- C. Add the product fields to the work order layout.
- D. Create a flow to add the products to the work order.

Answer: C

Explanation:

A quick action is used to create a record from another record with predefined field values. By defining a quick action to create a new service appointment from an existing one, the technician can easily create an additional visit to complete unfinished work.

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

Work types are used to define the standard duration and skills required for a specific type of work. They can also include the required products that are needed for the work. By including the required products in the work type, the system can automatically add them to the work order when the work type is selected.

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

Question: 153

Universal Containers wants their Technicians to create an additional visit to complete unfinished work within the

Salesforce Field Service mobile application.

Which approach should a Consultant recommend to meet the requirement?

- A. Define a Visualforce page that creates a new Service Appointment record.
- B. Define a Quick Action that creates a new Work Order record.
- C. Define a Quick Action that creates a new Service Appointment record.
- D. Define a Visualforce page that creates a new Work Order record.

Answer: B

Explanation:

Soft Boundaries and Customer First are two default scheduling policies that meet the requirement of committing preferred resources to accounts and providing prompt service. Soft Boundaries prioritize resources that are assigned to the same account or service territory as the service appointment. Customer First prioritize resources that have the highest customer satisfaction rating.

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

Question: 154

Universal Containers wants to increase customer satisfaction by committing preferred resources to accounts and providing prompt service.

Which two default Scheduling Policies meet this requirement?

Choose 2 answers

- A. High Intensity
- B. Soft Boundaries
- C. Customer First
- D. Emergency Policy

Answer: BC

Explanation:

Soft Boundaries and Customer First are two default scheduling policies that meet the requirement of committing preferred resources to accounts and providing prompt service. Soft Boundaries prioritize resources that are assigned to the same account or service territory as the service appointment. Customer First prioritize resources that have the highest customer satisfaction rating.

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

Question: 155

Universal Containers wants to track the work that is performed on the customer's install base. Which object relationship should the Consultant utilize to meet this requirement?

- A. Work Orders to Assets
- B. Work Orders to Products
- C. Products to Accounts
- D. Assets to Products

Answer: A

Explanation:

Assets are used to track the customer's install base, such as products or equipment that require service. Work orders are used to track the work that needs to be done on assets. By relating work orders to assets, the system can track the work history and status of each asset.

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

Question: 156

Universal Containers performs maintenance and repairs on Assets in the field and wants to increase first-time fix rates. What should a Consultant include when creating a Work Order?

- A. Products Required and Estimated Duration
- B. Products Required and Skill Requirements
- C. Skill Requirements and Products Consumed
- D. Estimated Duration and Service Level Agreement

Answer: B

Explanation:

Products required and skill requirements are two fields that should be included when creating a work order to increase first-time fix rates. Products required are used to specify the products that are needed for the work order, and skill requirements are used to specify the level of expertise that is needed for the work order. By including these fields, the system can ensure that the technician has the right parts and skills to complete the work order.

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

Question: 157

Universal Containers plans to implement Crew Management to better support its clients. Which area does the Consultant need to consider as part of the recommendation?

- A. A service resource can only be a member of a single Crew.
- B. Capacity-based scheduling is supported for Service Crews.
- C. The Preferred Resource service objective is ignored for active Crew Members.
- D. Salesforce Field Service considers the Recommended Crew Size when assigning appointments.

Answer: B

Explanation:

Capacity-based scheduling is a feature that allows the system to schedule service appointments based on the capacity of the resources. This feature is supported for service crews, which are groups of resources that work together on service appointments.

Reference:

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

Question: 158

Universal Containers wants to reduce its mean-time-to-service.

Which three Field Service processes should a Consultant recommend to accomplish this goal? Choose 3 answers

- A. Scheduling
- B. Dispatching
- C. Customer Entitlements
- D. Adjust Scheduling Policy
- E. Knowledge Base

Answer: ABE

Explanation:

Scheduling, dispatching, and knowledge base are three field service processes that can help reduce the mean-time-to-service. Scheduling is the process of assigning service appointments to resources based on their availability, skills, and location. Dispatching is the process of sending service appointments to resources and tracking their status and location. Knowledge base is a repository of articles that provide information and solutions for common issues and questions.

Reference: https://help.salesforce.com/s/articleView?id=sf.fsl_scheduling.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.fsl_dispatch.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.knowledge_about.htm&type=5

Question: 159

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

Answer: C

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.

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

Question: 160

Which two reports should a Consultant build to track the number of parts used by a Technician during a given time period? Choose 2 answers

- A. Service Appointment inventory
- B. Products Consumed on Work Order Line Items
- C. Work Order inventory
- D. Products Consumed on Work Orders

Answer: BD

Explanation:

Products consumed on work order line items and products consumed on work orders are two reports that can track the number of parts used by a technician during a given time period. Products consumed on work order line items are used to track individual products or services that are part of a work order line item. Products consumed on work orders are used to track products or services that are consumed as part of a work order.

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

Question: 161

The CFO for Universal Containers wants Work Orders to remain open until the Customer Service Report is signed. Which two configurations should a Consultant implement to prevent Work Orders from being closed?

Choose 2 answers

- A. Custom Work Order Escalation Rules
- B. Custom Approval Process on Work Orders
- C. Custom Work Order Status
- D. Custom Validation Rule on Work Orders

Answer: BD

Explanation:

A custom approval process on work orders is used to define the steps and criteria for approving a work order before it can be closed. A custom validation rule on work orders is used to check the data entered on a work order and prevent it from being saved if it does not meet the specified conditions. By using these configurations, the system can prevent work orders from being closed until the customer service report is signed.

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

Question: 162

Which three factors should a Consultant consider when configuring routing? Choose 3 answers

- A. Configure Schedule Policy by modifying Work Rules and Service Objectives.
- B. Configure the Resource Availability Work Rule to calculate travel at the expense of the resource and breaks.
- C. Default Travel Speed is used only if a different travel speed is null on the resource.
- D. A straight line is used to compute the shortest distance between two locations if Street Level Routing is enabled.
- E. Set Auto Schedule to True upon creation of the Service Appointment.

Answer: ABC

Explanation:

These are three factors that should be considered when configuring routing. Routing is the process of finding the best resource for a service appointment based on various criteria and constraints. A schedule policy is used to define the routing preferences and rules for a service territory or operating hours. A work rule is used to define a scheduling constraint or

preference for a service appointment or a resource. A service objective is used to define a scheduling goal or metric for a service appointment. The Resource Availability work rule is used to calculate travel time and breaks as part of the resource's availability. The Default Travel Speed is used to estimate the travel time between locations if a different travel speed is not specified for the resource.

Reference: https://help.salesforce.com/s/articleView?id=sf.fsl_routing.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.fsl_schedule_policies.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.fsl_work_rules.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.fsl_service_objectives.htm&type=5

Question: 163

Ursa Major Solar would like the technician who performed a customer's initial installation to also perform any subsequent service calls.

Which two actions should the field service administrator take to configure field service to ensure the installation technician is assigned to subsequent service calls?

Choose 2 answers

- A. Create a child work order for maintenance on the original installation work order.
- B. Add the preferred resource service objective to the scheduling policy.
- C. Add the technician as the required resource on the service appointment.
- D. Add the technician as a preferred resource on the account record.

Answer: BD

Explanation:

These are two actions that can help ensure that the technician who performed a customer's initial installation is also assigned to subsequent service calls. A preferred resource is a resource that has a preference or affinity for working with a specific account or service territory. A preferred resource service objective is a service objective that prioritizes resources that are preferred for an account or service territory. By adding the technician as a preferred resource on the account record, and adding the preferred resource service objective to the scheduling policy, the system can assign the technician to future service appointments for that account.

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