



**DEMO VERSION**

**Salesforce**

## Field-Service-Consultant Exam

Salesforce Certified Field Service Consultant



Exam Latest Version: 22.0



### Question 1. (Single Select)

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

**Correct 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.

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### Question 2. (Multi Select)

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

**Correct 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<sup>1</sup>. 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<sup>2</sup>. <sup>1</sup> [https://help.salesforce.com/s/articleView?id=sf.fs\\_reshuffle.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_reshuffle.htm&type=5) <sup>2</sup> [https://help.salesforce.com/s/articleView?id=sf.fs\\_in\\_day\\_optimization.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_in_day_optimization.htm&type=5)

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**Question 3. (Multi Select)**

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.

**Correct 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.

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#### Question 4. (Single Select)

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

B: Use work types to assign associated articles to work order.

C: Create a custom Mobile App that syncs articles based on service appointment

D: Write a workflow that associates articles to work orders based on a picklist on the

**Correct 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.

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### Question 5. (Single Select)

Geolocation tracking is enabled for Universal Containers's Technicians but should only apply to full-time 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.

**Correct 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. [https://help.salesforce.com/s/articleView?id=sf.fs\\_geolocation\\_tracking\\_permissions.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_geolocation_tracking_permissions.htm&type=5) [https://help.salesforce.com/s/articleView?id=sf.fs\\_geolocation\\_tracking\\_settings.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_geolocation_tracking_settings.htm&type=5)

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