Free Questions for Field-Service-Consultant by dumpshq

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Question 1

Question Type: MultipleChoice

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?

Options:

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 2

Question Type: MultipleChoice

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?

Options:

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 3

Question Type: MultipleChoice

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

Options:

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:

C, D

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 4

Question Type: MultipleChoice

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?

Options:

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 5

Question Type: MultipleChoice

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?

Options:

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 6

Question Type: MultipleChoice

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?

Options:

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

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