Salesforce

FIELD-SERVICE-CONSULTANT Exam

Salesforce Certified Field Service Consultant

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Version: 20.0

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 rules1. 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 delays2.
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 services3. 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=5
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