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Salesforce Certified

Field Service Consultant

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Exam Certified-Field-Service-Consultant

Salesforce Certified Field Service Consultant (SP23)

Version: 19.0

[Total Questions: 163]

Question No : 1 CORRECT TEXT

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

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 No : 2

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]. References: 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 No : 3

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 No : 4

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.

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

Question No : 5

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]. References: 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_gantt_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_auto_dispatch_overview.htm&type=5

Question No : 6

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

Question No : 7

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

Question No : 8

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].
References: 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=5
https://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 No : 9

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

Question No : 10

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

Question No : 11

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: B,C,D

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

Question No : 12

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

Question No : 13

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

Question No : 14

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

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Question No : 15

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

Question No : 16

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.

References:

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

Question No : 17

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. gy 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. References:
https://help.salesforce.com/s/articleView?id=sf.fs_dispatch_console_schedule_appointmen
ts.htm&type=5

Question No : 18

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

Question No : 19

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

Question No : 20

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

Question No : 21

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: A,B,C

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.

References: 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 No : 22

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

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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. References:

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 No : 23

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 recommerd 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 Scneduling and Optimization Services
C. Define "Cannot Complete" as a Pinned Starus 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. Auto-Dispatch 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". References:

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 No : 24

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. References:
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 No : 25

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

Question No : 26

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. References: 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 No : 27

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