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NEW QUESTION: 1

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: ([SHOW ANSWER](#))

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

NEW QUESTION: 2

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: ([SHOW ANSWER](#))

Explanation

This option allows tracking customer purchases of serialized components as assets and defining parent-child relationships between them. References:

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

NEW QUESTION: 3

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 (LEAVE A REPLY)

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.

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

NEW QUESTION: 4

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 (LEAVE A REPLY)

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.

References:

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

NEW QUESTION: 5

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 Sen/ice Level Agreement

Answer: (SHOW ANSWER)

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.

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

NEW QUESTION: 6

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 (LEAVE A REPLY)

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]. References:

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

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

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

https://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

NEW QUESTION: 7

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 (LEAVE A REPLY)

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

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

NEW QUESTION: 8

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: (SHOW ANSWER)

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. References:

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

NEW QUESTION: 9

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 (LEAVE A REPLY)

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. References:

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

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

NEW QUESTION: 10

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 (LEAVE A REPLY)

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

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

NEW QUESTION: 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: (SHOW ANSWER)

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

NEW QUESTION: 12

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 (LEAVE A REPLY)

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. References:

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

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

NEW QUESTION: 13

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: C,D (LEAVE A REPLY)

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. References: 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

NEW QUESTION: 14

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 (LEAVE A REPLY)

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.

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

NEW QUESTION: 15

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 (LEAVE A REPLY)

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.

References:

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

NEW QUESTION: 16

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

C. 25 contractors

100 contractors

Answer: ([SHOW ANSWER](#))

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 browser[22].

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. References:

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

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

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

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NEW QUESTION: 17

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 update from "cannot complete" to "none".
- B. Define "cannot complete" as a pinned status for auto-dispatch services.
- C. Define "cannot complete" as a pinned status for scheduling and optimization services.
- D. Ensure that status transition are configured to allow the status update from "cannot complete" to "scheduled".

Answer: A,C (LEAVE A REPLY)

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. References: 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

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

NEW QUESTION: 18

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 (LEAVE A REPLY)

Explanation

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

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

NEW QUESTION: 19

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 (LEAVE A REPLY)

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. References:

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

NEW QUESTION: 20

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 (LEAVE A REPLY)

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].

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_products_consumed_overview.htm&type=5

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

NEW QUESTION: 21

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 (LEAVE A REPLY)

Explanation

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

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

NEW QUESTION: 22

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 ? 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: B,C (LEAVE A REPLY)

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. References:

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

NEW QUESTION: 23

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: (SHOW ANSWER)

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. References:

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

NEW QUESTION: 24

A Dispatcher at Universal Containers has just been informed that one of their field employees, who has five services scheduled 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 a not available, select the affected Service Appointments, and press "Schedule."

Answer: D (LEAVE A REPLY)

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]. References:

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_global_optimization_overview.htm&type=5

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

NEW QUESTION: 25

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: (SHOW ANSWER)

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. References: 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

NEW QUESTION: 26

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 (LEAVE A REPLY)

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. References:

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

NEW QUESTION: 27

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: (SHOW ANSWER)

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

NEW QUESTION: 28

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 (LEAVE A REPLY)

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.

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

NEW QUESTION: 29

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: (SHOW ANSWER)

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]. References:

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

NEW QUESTION: 30

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 (LEAVE A REPLY)

Explanation

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

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

NEW QUESTION: 31

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 (LEAVE A REPLY)

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.

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

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NEW QUESTION: 32

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 ? 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 (LEAVE A REPLY)

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. References:

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

NEW QUESTION: 33

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 (LEAVE A REPLY)

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. References:

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

NEW QUESTION: 34

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 (LEAVE A REPLY)

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_resource_schedule_optimization_overview.htm&type=5

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

NEW QUESTION: 35

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 (LEAVE A REPLY)

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. References:

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

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

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

NEW QUESTION: 36

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 ? answers

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

Answer: A,B (LEAVE A REPLY)

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

NEW QUESTION: 37

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 (LEAVE A REPLY)

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. References:

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

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

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

NEW QUESTION: 38

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 (LEAVE A REPLY)

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. References:

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

NEW QUESTION: 39

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: (SHOW ANSWER)

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

NEW QUESTION: 40

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 (LEAVE A REPLY)

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

NEW QUESTION: 41

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 (LEAVE A REPLY)

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. References:

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

NEW QUESTION: 42

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 (LEAVE A REPLY)

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

NEW QUESTION: 43

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 Setup. Manually as Resources.

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 the FSL Lightning Web Component. Assign the skills to Service Resources.

Add the skill to Work Types and Work Orders.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 44

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** ([LEAVE A REPLY](#))

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]. References:
<https://developer.salesforce.com/docs/component-library/overview/components>
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_mobile_custom_cards_overview.htm&type=5
https://developer.salesforce.com/docs/atlas.en-us.pages.meta/pages/pages_intro_what_is_it.htm
https://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

NEW QUESTION: 45

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: (SHOW ANSWER)

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

NEW QUESTION: 46

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 ? 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 (LEAVE A REPLY)

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. References:

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

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

https://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

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NEW QUESTION: 47

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 (LEAVE A REPLY)

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

NEW QUESTION: 48

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 (LEAVE A REPLY)

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. References:

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

NEW QUESTION: 49

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 (LEAVE A REPLY)

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.

References: <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

NEW QUESTION: 50

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: (SHOW ANSWER)

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. References:

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

NEW QUESTION: 51

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 (LEAVE A REPLY)

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. References:

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

NEW QUESTION: 52

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: (SHOW ANSWER)

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.

References: 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.

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

NEW QUESTION: 53

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 Product 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 (LEAVE A REPLY)

Explanation

This option allows creating a record to request products from another inventory location and adding product request line items for each product requested. References:

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

NEW QUESTION: 54

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: (SHOW ANSWER)

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. References:

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

NEW QUESTION: 55

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 (LEAVE A REPLY)

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

NEW QUESTION: 56

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 (LEAVE A REPLY)

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]. References:

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

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

NEW QUESTION: 57

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: (SHOW ANSWER)

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]. References:

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_estimated)

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

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

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

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

NEW QUESTION: 58

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 (LEAVE A REPLY)

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. References:

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

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

NEW QUESTION: 59

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: B,C (LEAVE A REPLY)

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.

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

NEW QUESTION: 60

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: (SHOW ANSWER)

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.

NEW QUESTION: 61

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 (LEAVE A REPLY)

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. References:

[https://help.salesforce.com/s/articleView?](https://help.salesforce.com/s/articleView?id=sf.fs_scheduling_policies_work_rules_working_territories.htm&typ)

[id=sf.fs_scheduling_policies_work_rules_working_territories.htm&typ](https://help.salesforce.com/s/articleView?id=sf.fs_scheduling_policies_work_rules_working_territories.htm&typ)

[https://help.salesforce.com/s/articleView?](https://help.salesforce.com/s/articleView?id=sf.fs_scheduling_policies_work_rules_working_territories.htm&typ)

[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_working_territories.htm&typ)

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NEW QUESTION: 62

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 (LEAVE A REPLY)

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

NEW QUESTION: 63

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 (LEAVE A REPLY)

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

NEW QUESTION: 64

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 (LEAVE A REPLY)

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]. References:

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

[https://help.salesforce.com/s/articleView?id=sf.fs_scheduling_policies_optimization_criteria_match_fields.htm&](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_resource](https://help.salesforce.com/s/articleView?id=sf.fs_scheduling_policies_optimization_criteria_preferred_resource.htm)

[https://help.salesforce.com/s/articleView?id=sf.fs_scheduling_policies_optimization_criteria_required_resources](https://help.salesforce.com/s/articleView?id=sf.fs_scheduling_policies_optimization_criteria_required_resources.htm)

[https://help.salesforce.com/s/articleView?id=sf.fs_scheduling_policies_optimization_criteria_preferred_resource](https://help.salesforce.com/s/articleView?id=sf.fs_scheduling_policies_optimization_criteria_preferred_resource.htm)

[https://help.salesforce.com/s/articleView?id=sf.fs_scheduling_policies_optimization_criteria_preferred_resource](https://help.salesforce.com/s/articleView?id=sf.fs_scheduling_policies_optimization_criteria_preferred_resource.htm)

[https://help.salesforce.com/s/articleView?id=sf.fs_scheduling_policies_optimization_criteria_preferred_resource](https://help.salesforce.com/s/articleView?id=sf.fs_scheduling_policies_optimization_criteria_preferred_resource.htm)

[https://help.salesforce.com/s/articleView?id=sf.fs_scheduling_policies_optimization_criteria_preferred_resource](https://help.salesforce.com/s/articleView?id=sf.fs_scheduling_policies_optimization_criteria_preferred_resource.htm)

NEW QUESTION: 65

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: (SHOW ANSWER)

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. References:

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

NEW QUESTION: 66

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 (LEAVE A REPLY)

Explanation

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

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

NEW QUESTION: 67

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 (LEAVE A REPLY)

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. References:

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=5

https://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

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