Free Questions for Field-Service-Consultant

Shared by Haley on 24-05-2024

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Question 1

Question Type: MultipleChoice

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

Options:

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

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.

Question 2

Question Type: MultipleChoice

Universal Containers sells products that are made up of senalized 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?

Options:

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:

C

Explanation:

This option allows tracking customer purchases of serialized components as assets and defining parent-child relationships between them. Reference: https://help.salesforce.com/s/articleView?id=sf.fs_asset_hierarchy.htm&type=5

Question 3

Question Type: MultipleChoice

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 ? answers

Options:

A- FSL Agent Permissions
B- FSL Dispatcher Permissions
c. FSL Admin Permissions
D- FSL Resource Permissions

Answer:

B

Explanation:

These two permission sets give access to the Crew Management tool, which allows creating and managing crews and crew members. Reference:
https://help.salesforce.com/s/articleView?id=sf.fs_crews_overview.htm&type=5

Question 4

Question Type: MultipleChoice

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?

Options:

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

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.

Question 5

Question Type: MultipleChoice

Universal Containers wants to implement Service Level Agreements (SLA) for Work Orders.

Which three considerations should the Consultant take into account?

Choose 3 answers

Options:

A- An Entitlement Process must be applied to both Cases and Work Orders.

B- Milestones for Work Orders can be configured in Setup.

C- Milestones for Work Orders can be set up from the metadata API.

D- A new Entitlement Process requires selecting a single Entitlement Process Type.

E- A single Milestone can be added to both Case and Work Order Entitlement Processes.

Answer:

B, C, D

Explanation:

These three considerations should be taken into account when implementing service level agreements for work orders, as they affect how milestones are created and applied to work orders. Reference:

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

Question 6

Question Type: MultipleChoice

Northern Trail Outfitters wants to report on its Assets and reflect their attributes including hierarchical relationships.

How should the Consultant meet this requirement?

Options:

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

Explanation:

This option allows reporting on assets and their attributes, including hierarchical relationships, by using the standard asset reports and fields. Reference: https://help.salesforce.com/s/articleView?id=sf.fs_asset_hierarchy.htm&type=5

Question 7

Question Type: MultipleChoice

To prepare for an upgrade, a mobile technician creates a product request for three circuit boards to be sent from the main warehouse to the customer site. The completed job needs two of the boards. Which two Field Service tools should the technician use to return the unused circuit board to the warehouse? Choose TWO answers

Options:

A- Work Order
B- Return Order
c. Product Transfer
D- Product Receipt

Answer:

B, D

Explanation:

The technician would use a Return Order to create a return for the unused circuit board. The Return Order would specify the quantity of the product being returned, the reason for the return, and the shipping address. The technician would then use a Product Receipt to record the receipt of the returned product. The Product Receipt would specify the quantity of the product received, the condition of the product, and the location of the product.

The other two options are incorrect because they are not used to return products. A Work Order is used to track the work that needs to be done on a product or service. A Product Transfer is used to move products from one location to another.

Question 8

Question Type: MultipleChoice

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?

Options:
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:
D

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

Question 9

Question Type: MultipleChoice

Universal Containers wants to ensure that Service Appointments are dispatched to Resources from the same Service Territory only.

How can this be configured?

Options:

A- Include the Match Territory Work Rule in the Scheduling Policy.
B- Include the Resource Availability Work Rule in the Scheduling Policy.
C- Mark the Service Territory's Resources as Required on the Service Appointments.
D- Ensure the Resource's Address is in the same Territory as the Service Appointments.

Answer:

A

Explanation:

A work rule is used to define scheduling constraints and preferences for service appointments. The Match Territory work rule is used to ensure that service appointments are dispatched to resources from the same service territory only.

Question 10

Question Type: MultipleChoice

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

Options:

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

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

Question 11

Question Type: MultipleChoice

Universal Containers operates in a highly regulated industry. Technicians must conduct quarterly inspections for all customers in their region. Each inspection

should be completed within a single visit and include all installed assets on site.

Which two Maintenance Plan settings should the

Consultant recommend? Choose ? answers

Options:

A- Service Appointment Generation Method = One Service Appointment per Work Order
B- Work Order Generation Method = One Work Order per Asset
C- Work Order Generation Method = One Work Order Line Item per Asset
D- Service Appointment Generation Method = One Service Appointment per Work Order Line Item

Answer:

A, C

Explanation:

These two settings ensure that each inspection is completed within a single visit and includes all installed assets on site. Reference:
https://help.salesforce.com/s/articleView?id=sf.fs_maintenance_plans_overview.htm&type=5

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