T estpassport Q&A

La meilleure qualité le meilleur service

Exam : **Field Service Consultant**

Title : Salesforce Certified Field Service Consultant

Version : DEMO

1.CORRECT TEXT

Universal Containers has discovered that many of its Technicians' initial visits require a return visit to complete the work.

Which two approaches should a Consultant recommend to accurately track these visits? Choose TWO answers

A, Create a new Work Order and Service Appointment.

B. Reschedule the Work Order for the new date.

C. Reschedule the Service Appointment for the new date.

D. Create a new Service Appointment on the original Work Order.

Answer: A, D

Explanation:

A. Create a new Work Order and Service Appointment.

Explanation: Creating a new Work Order and Service Appointment can help in tracking the return visits separately. It gives visibility into how often technicians are needing to return, which can be used for analytics and improvements later on.

D. Create a new Service Appointment on the original Work Order.

Explanation: By creating a new Service Appointment on the existing Work Order, it provides a linkage between the original job and the return visit, showing that the initial task wasn't completed in one go.

Incorrect Answers:

B. Reschedule the Work Order for the new date.

This would not accurately represent a return visit. It would appear as if the original work order was simply delayed, rather than a new visit being required.

C. Reschedule the Service Appointment for the new date.

Similar to B, this would only give the appearance of a delayed original appointment, rather than a return visit.

For accurately tracking and analyzing the return visits, you'd want to have them distinguished as separate service appointments. This way, metrics like "first-time fix rate" can be properly gauged.

2.Universal Containers wants to prevent the lunch break from interfering with existing scheduled work. How should a Consultant configure the Scheduling Policy to ensure a 30-minute lunch break that begins every day after 1 PM?

A. Create a recurring Service Appointment.

B. Use the Resource Availability Rule.

C. Use appropriate Resource Operating Hours.

D. Create Resource Absences every day.

Answer: B

Explanation:

Resource Availability Rules are rules that define when resources are available for service appointments based on their working hours, absences, breaks, travel time, etc.[77]. Using the Resource Availability Rule would allow configuring the Scheduling Policy to ensure a 30-minute lunch break that begins every day after 1 PM by setting up criteria such as break duration equals 30 minutes and break start time after 1 PM[78]. Creating a recurring Service Appointment would not ensure a 30-minute lunch break that begins every day after 1 PM. Recurring Service Appointments are service appointments that repeat at regular intervals such as daily, weekly, or monthly[79]. Using appropriate Resource Operating Hours

would not ensure a 30-minute lunch break that begins every day after 1 PM. Resource Operating Hours are records that define when resources are available for work based on their time zones, business hours, holidays, etc.[80]. Creating Resource Absences every day would not ensure a 30-minute lunch break that begins every day after 1 PM. Resource Absences are records that mark resources as unavailable for work for specific time periods due to sickness, vacation, or other reasons[81].
References:
https://help.salesforce.com/s/articleView?id=sf.fs_resource_availability_rules_overview.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.fs_resource_availability_rules_breaks.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.fs_recurring_service_appointments_overview.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.fs_resource_operating_hours_overview.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.fs_resource_absences_overview.htm&type=5

3.Universal Containers wants to identify which resources need more or fewer appointments.
Which Gantt chart filter option should a Consultant recommend to provide this information?
A. Select Date Resolution on the Hours Tab.
B. Select Travel Time and Breaks as skills on the Skills Tab.
C. Select Hours, Absences and Overtime on the Utilization Tab.
D. Select Sort by Average Utilization on the Resources Tab.
Answer: D
Explanation:
Sort by Average Utilization is an option on the Resources Tab of the Gantt chart that allows sorting resources by their average utilization percentage[239]. Utilization is a metric that measures how much time a resource spends on service appointments compared to their total working hours[240]. Selecting Sort by Average Utilization on the Resources Tab would allow Universal Containers to identify which resources need more or fewer appointments by showing them how busy each resource is based on their utilization percentage[241]. Selecting Date Resolution on the Hours Tab would not allow Universal Containers to identify which resources need more or fewer appointments. Date Resolution is an option on the Hours Tab of the Gantt chart that allows changing how many hours are shown per column such as 1 hour, 2 hours, or 4 hours[242]. Selecting Travel Time and Breaks as skills on the Skills Tab would not allow Universal Containers to identify which resources need more or fewer appointments. Skills are records that define specific abilities or qualifications that resources have[243]. Travel Time and Breaks are not skills but fields on the Resource object that define how much time a resource spends traveling between service appointments and how much time they take for breaks[244]. Selecting Hours, Absences and Overtime on

4.Dispatchers at Universal Containers want to ensure resources assigned to a Work Order have the appropriate level of expertise.
What should a Consultant implement to accomplish this requirement?
A. Define Work Types, Define Work Order Status, Set up Resource Skills
B. Set up Skill Requirements, Define Work Types, Set up Routing Rules
C. Define Skills, Set up Skill Requirements, Set up Resource Skills
D. Set up Service Locations, Set up Location Skills, Define Work Types
Answer: C
Explanation:

Skills are used to define the level of expertise that a resource has for a specific type of work. Skill requirements are used to define the level of expertise that a service appointment needs. Resource skills are used to assign skills to resources. By setting up these components, the system can match service appointments with resources based on their skills.

References:

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

5.Northern Trail Outfitters wants to improve overall responsiveness to customers.

Which Dispatch technique should the Consultant implement to provide the greatest schedule flexibility?

A. Enable Drip-feed to dispatch the next appointments.

B. Shuffle daily work manually via the Gantt.

C. Leverage Resource Schedule Optimization.

D. Configure the Auto Dispatch scheduled job.

Answer: C

Explanation:

Resource Schedule Optimization (often just called "Schedule Optimization" in Salesforce Field Service) allows the system to automatically adjust schedules for maximum efficiency and responsiveness. It takes into account various constraints and preferences, including technician availability, skills, location, priority of tasks, and more. This feature is designed specifically to optimize scheduling decisions based on changing circumstances, which provides the greatest flexibility.

Incorrect Answers:

A. Enable Drip-feed to dispatch the next appointments.

Drip-feed dispatching is useful for high-frequency, short-duration jobs where you're feeding the next job to a technician once they finish their current one. While it can be responsive in real-time situations, it might not provide the "greatest" schedule flexibility across a broader range of scenarios.

B. Shuffle daily work manually via the Gantt.

Manually adjusting work via the Gantt chart can be time-consuming and may not always ensure optimal results, especially when dealing with a large number of appointments or resources.

D. Configure the Auto Dispatch scheduled job.

Auto Dispatch automatically assigns unassigned jobs to the most appropriate resources based on pre-defined criteria. While it can help streamline the dispatching process, it doesn't necessarily offer the dynamic schedule flexibility and optimization of the Resource Schedule Optimization.

Hence, the Resource Schedule Optimization provides the best combination of automated decision-making and flexibility in the context of improving responsiveness.