

13 of 65. At Northern Trail Outfitters (NTO), agents are expected to complete a variety of tasks. They create cases and work orders, and need Read access to work types and work rules. They also book and manage appointments, assign mobile resources, and optimize their mobile workforce's schedule.

What is the best permission set(s) a consultant should recommend assigning to NTO agents?

- A. ☐ Agent and Resource
- B. ☒ Mobile, Agent, and Resource
- C. ☐ Agent
- D. ☐ Dispatcher

60 of 65. 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 2 answers

- A. ☐ Add new status to Status Transitions.
- B. ☒ Add new Status to the Service Appointment.
- C. ☐ Add new Status to the Case.
- D. ☒ Add the Status Transitions to the Technicians' Profile.

63 of 65. Optimization for the Midwest territory is set to automatically run each night for the next three days. The Dispatcher has noticed that the optimizer is leaving many Service Appointments unscheduled and has asked the Consultant to troubleshoot the issue. The Consultant notices that the Optimization Run Time per Service Appointment is set to Low in the Field Service Settings.

Which two conditions would make the Consultant consider setting the optimizer to High?

Choose 2 answers

- A. ☐ The Scheduling Policy Used field is blank.
- B. ☐ The Calculate travel and breaks Field Service Setting is disabled for the Service Resource Availability work rule.
- C. ☒ Most service appointments have the same priority.
- D. ☒ The scheduling policy is producing too many candidates that qualify for each Service Appointment.

65 of 65. Technicians earn certifications that must be renewed periodically to ensure their skills remain up to date.

How can these certifications be managed on the Resource?

- A. ☐ Add the Resource Skill and create Absence once expired.
- B. ☒ Add the Resource Skill and set the End Date.
- C. ☐ Add the Resource Skill and remove from the Service Territory once expired.
- D. ☐ Add the Resource Skill and track certification using reminder.

62 of 65. 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.

64 of 65. 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. ☐ Work Orders will have multiple Service Appointments. Each Service Appointment will be linked to the Asset.
- 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. ☐ Each Asset will have a Service Appointment that will represent the work needed for each machine.
- D. ☐ Each Account will have a Service Appointment that will represent the work to be done at the customer site.

56 of 65. 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 Agent License
- B. ☐ FSL Admin License
- C. ☐ FSL Dispatcher License
- D. ☐ FSL Resource License

57 of 65. At Universal Containers, the Service Territory member's time zone is one hour behind the Service Territory time zone.

How should the Consultant ensure proper scheduling and optimization for the member?

- A. ☐ Subtract one hour from the start and end times on the Service Territory.
- B. ☐ Change the time zone on the Service Territory Member's user record to match the Service Territory's time zone.
- C. ☐ Add one hour to the start and end times on the Service Territory.
- D. ☒ Add one hour to the start and end times on the Service Territory Member's Operating Hours.

58 of 65. Technicians at Universal Containers use the Salesforce Field Service mobile app at customer sites. After completing work, the Technician updates the Service Appointment status to Complete and saves the record. Dispatchers see the appointment as Dispatched on the console instead of seeing the Complete status update.

Which two troubleshooting steps should a Consultant take to resolve the issue?

Choose 2 answers

- A. ☒ Review Service Appointment automation.
- B. ☒ Confirm the Technician's mobile device is online.
- C. ☐ Verify the Dispatcher ran the Service Appointment data job.
- D. ☐ Investigate the Work Order lifecycle.

59 of 65. Universal Containers (UC) wants to schedule Work Orders only if Technicians have the necessary qualifications to complete the designated work.

In which two ways can UC achieve this?

Choose 2 answers

- A. ☐ Leverage the Match Skills Scheduling Policy when scheduling appointments.
- B. ☒ Create Skills that relate to qualifications from Setup and assign them to a Service Resource.
- C. ☐ Create Skills that relate to qualifications from the Skills tab and assign them to a Service Resource.
- D. ☒ Leverage the Match Skills Work Rule when scheduling appointments.

61 of 65. 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 2 answers

- A. ☒ Add the Service Territory Location Related List on the Location page layout.
- B. ☐ Create the Service Territory Location as a Service Territory lookup field.
- C. ☒ Add the Service Territory Location Related List on the Service Territory page layout.
- D. ☐ Create the Service Territory Location as a Location lookup field.

50 of 65. 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 multiple Service Appointments from the list and bulk schedule them.
- B. ☒ Select a Service Appointment from the list, use the "Candidates" action, and select the best time slot.
- C. ☒ Select a Service Appointment from the list and use the "Schedule" action.
- D. ☐ Select a Service Appointment from the list, use the "Change Status" action and "Dispatch."
- E. ☐ Select a Service Appointment from the list, use the "Edit" action and allocate the Resource.

54 of 65. Which object can be used to share Service Appointments with Service Resources in Salesforce Field Service?

- A. ☒ Service Territory Member
- B. ☐ Work Order
- C. ☐ User Territory
- D. ☐ Service Territory

55 of 65. Universal Containers (UC) wants to ensure that Technicians enter required information only once when completing Work Orders on the Salesforce Field Service mobile app. The information entered by Technicians needs to also update the Service Appointment and the Case that are associated to the Work Order.

What should a Consultant leverage to ensure the right data is captured from the Salesforce Field Service mobile app?

- A. ☐ Lightning Component with required fields to update the Case, Work Order and Service Appointment.
- B. ☐ Process Builder on Case to update the Service Appointment and Work Order.
- C. ☐ Quick Actions that launch a Flow on Cases, Work Orders and Service Appointments with required fields.
- D. ☒ Quick Action on the Work Order that launches a Flow to update the Work Order, Case, and Service Appointment.

47 of 65. One of Universal Containers's customers allows maintenance only between 12 PM -1:00 PM.

On which object should a Consultant set Operating Hours to meet this requirement?

- A. ☐ Service Territories
- B. ☐ Service Appointments
- C. ☐ Service Territory Members
- D. ☒ Accounts

48 of 65. Universal Containers's Dispatchers want to visualize the planned travel route for a Technician during their shift.

Which feature should the Consultant recommend to meet the requirement?

- A. ☐ Aerial Routing
- B. ☐ Service Resource Dashboard
- C. ☐ Street-level Routing
- D. ☒ Service Appointment Reports

52 of 65. Which three objects are associated to the Work Type?

Choose 3 answers

- A. ☒ Skill Requirements
- B. ☒ Articles
- C. ☐ Service Appointments
- D. ☐ Resources
- E. ☒ Products Required

49 of 65. 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 Request and a Product request line item.
- C. ☐ Create a Product Consumed and a Product request line item.
- D. ☐ Create a Work Order Line Item and a Product request line item.

51 of 65. The Org-Wide Default sharing for a Service Appointment is set to Private.

If the Service Appointment is cancelled, which users will have visibility to the record?

- A. ☐ Assigned Resources, Owner of Service Appointment and members of User Territory
- B. ☐ Assigned Resources, Owner of Service Appointment and members of Service Territory
- C. ☐ Owner of Service Appointment and members of Service Territory
- D. ☒ Owner of Service Appointment and members of User Territory

53 of 65. A customer makes one appointment for the sales department, and another appointment for the service department. The two appointments should be handled on the same day, but should be created as separate appointments. In addition, the Technician must complete one appointment before starting the next. The agent wants to make sure these two appointments are scheduled together and in sequence.

Which three things should the Consultant verify to ensure these requirements are met and simultaneous scheduling will occur?

Choose 3 answers

- A. ☐ The checkbox Use all-or-none scheduling for related appointments in Field Service Settings is selected.
- B. ☐ The Same Resource and Same Day fields appear on the Service Appointments page layout.
- C. ☒ The Complex Work Visualforce page is added to the Service Appointments page layout.
- D. ☒ The Dependency Type is set to Start After Finish and Same Day on the first service appointment in the dependency.
- E. ☒ A dependency has been created between the two appointments and the start times are the same.

45 of 65. 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 Order for all Assets being serviced and a Work Order Line Item for each Product Consumed.
- B. ☒ Create a Work Order and Work Order Line Item for each Asset being serviced.
- C. ☐ Create a Work Type and Work Order for each Asset being serviced.
- D. ☐ Create a Work Type to automatically create relevant line items for each Asset.

46 of 65. Each door lock that Universal Containers (UC) sells has a unique 20 digit code. The code represents the manufacturer, production run, and production number. UC needs to track each lock. In addition to the installed locks, all Technicians carry five replacement units in their van stock.

How should UC track the van stock door locks?

- A. ☒ Create a product item for each door lock utilizing standard fields.
- B. ☐ Create a product item and enter the serial numbers in the related list.
- C. ☐ Create a product item and enter the Technicians' lock quantity.
- D. ☐ Create a product item with all the serial numbers in the notes section.

39 of 65. 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 2 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.

42 of 65. Northern Trail Outfitters (NTO) wants to automatically dispatch a Technician's next two Service Appointments after the Technician completes their current Service Appointment. NTO wants to be consistent across all of the Service Territories and control the number of Service Appointments that are pushed to the Technician.

What automated processing should the Consultant configure upon Work Order completion to dispatch the next two Appointments?

- A. ☐ Create an Apex Trigger.
- B. ☒ Enable Drip feed Dispatch.
- C. ☐ Build a Workflow Rule.
- D. ☐ Configure an Auto Dispatch Scheduled Job.

40 of 65. Technicians often need to generate a report in the customer's language.

Which configuration should the Consultant recommend to meet the requirement?

- A. ☐ Add the Language field to the Contact Page Layout.
- B. ☐ Update the Default Language of the Organization.
- C. ☐ Update the Language of the current User.
- D. ☒ Add the Service Report Language field to the Work Order Page Layout.

41 of 65. Universal Containers wants to dispatch emergency work identified throughout the day that needs to be completed before lower-priority work.

What should the Consultant recommend to meet this requirement?

- A. ☐ Create a custom Gantt action to call an Apex class to reschedule appointments.
- B. ☐ Write a batch Apex class to unschedule low priority work orders.
- C. ☒ Apply the Reshuffle action within the Gantt.
- D. ☐ Define a Global Optimization job to run hourly.

43 of 65. Universal Containers provides maintenance and emergency services to its customers. Sending Technicians to emergency calls during the day causes long travel times and reduces the number of appointments that a Technician can complete.

Which feature should the Consultant use to reduce travel time and increase Technician productivity?

- A. ☒ Resource Schedule Optimization
- B. ☐ Fix Overlaps
- C. ☐ Fill-in Schedule
- D. ☐ Reschedule Appointment

44 of 65. 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. ☒ A new Entitlement Process requires selecting a single Entitlement Process Type.
- B. ☐ Milestones for Work Orders can be set up from the metadata API.
- C. ☒ Milestones for Work Orders can be configured in Setup.
- D. ☐ An Entitlement Process must be applied to both Cases and Work Orders.
- E. ☒ A single Milestone can be added to both Case and Work Order Entitlement Processes.

38 of 65. Which two considerations impact the scheduled timeframe of Multi-day Work?

Choose 2 answers

- A. ☒ Break Duration
- B. ☐ Homebase Travel
- C. ☐ Resource Skill Level
- D. ☒ Assigned Resource

37 of 65. 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 2 answers

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

34 of 65. 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 Dispatcher Permissions
- B. ☐ FSL Agent Permissions
- C. ☐ FSL Resource Permissions
- D. ☒ FSL Admin Permissions

35 of 65. 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 2 answers

- A. ☒ Return Order
- B. ☐ Work Order
- C. ☒ Product Receipt
- D. ☐ Product Transfer

36 of 65. A Dispatcher needs to reduce the backlog of Service Appointments in different territories and focus on individual customer service preferences.

Which Scheduling Policy should the Dispatcher use?

- A. ☐ Emergency
- B. ☐ Customer First
- C. ☐ High Intensity
- D. ☒ Soft Boundaries

32 of 65. 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 Work Type 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 Asset object.
- D. ☐ Add Products to the Work Order Products Related List on the Work Type object.

33 of 65. 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 2 answers

- A. ☒ 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.
- B. ☒ Create the work skills using Setup. Manually assign the skills to Service Resources.
- C. ☐ Create the work skills using the Guided Setup wizard. Assign the skills to Service Resources using Guided Setup.
- D. ☐ 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.

26 of 65. Universal Containers wants to track the time a Service Resource spends on each step of more complex repair jobs. This time could include travel, prep and on-site time.

How could the Service Resource's Time Sheet be configured to track the total time spent on each step?

- A. ☒ Relate the Time Sheet Entries to the Work Order Line Item.
- B. ☐ Relate the Time Sheet to the Service Appointment.
- C. ☐ Relate the Time Sheet Entries to the Service Appointment.
- D. ☐ Relate the Time Sheet to the Work Order Line Item.

31 of 65. 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 2 answers

- A. ☒ Configure and add excluded and required resource Work Rules to scheduling policies.
- B. ☐ Configure customer preferences on the Service Resource record.
- C. ☐ Configure and add excluded and required resource business objectives to scheduling policies.
- D. ☒ Configure resource preferences on the Account or Work Order.

27 of 65. Universal Containers sells widgets with multiple components. Based on a problem reported by a customer, one or more of the components need to be replaced.

What should a Consultant recommend to accurately record the required work?

- A. ☒ Work Orders with Work Order Line Items
- B. ☐ Work Orders with Service Appointments
- C. ☐ Service Appointments and Service Appointment Line Items
- D. ☐ Work Orders with Products Consumed

23 of 65. Universal Containers wants to limit their Technicians' view of Work Orders and Service Appointments in the Salesforce Field Service mobile app.

What should a Consultant recommend to control their Technicians' view?

- A. ☒ Page Layouts
- B. ☐ Field Sets
- C. ☐ Mini-Page Layouts
- D. ☐ Visualforce Pages

25 of 65. 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 2 answers

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

30 of 65. Universal Containers needs to send Technicians into the field to service containers. It takes two Technicians with specialized skills to complete the work at the same time.

How should a Consultant implement this requirement?

- A. ☐ Create a single Service Appointment.
- B. ☐ Create two Service Crews.
- C. ☐ Create a work rule with two required skills.
- D. ☒ Create a crew with two Technicians.

29 of 65. Northern Trail Outfitters (NTO) wants to track and report on individual tasks completed, including parts consumed and pricing details, as part of the Work Order completion process. NTO wants to schedule one or multiple tasks to different Technicians as needed.

How should the Consultant meet the requirement utilizing the standard Salesforce Field Service Data Model?

- A. ☐ Create multiple Service Appointments, each with its own child Work Order Line Item.
- B. ☒ Create Work Order Line Items, each with its own child Service Appointment.
- C. ☐ Create Custom Object records, each with its own child Service Appointment.
- D. ☐ Create multiple Service Appointments, each with its own child task records.

24 of 65. 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 Travel Time and Breaks as skills on the Skills Tab.
- B. ☐ Select Hours, Absences and Overtime on the Utilization Tab.
- C. ☐ Select Date Resolution on the Hours Tab.
- D. ☒ Select Sort by Average Utilization on the Resources Tab.

28 of 65. Which two scenarios are fully supported by Maintenance Plans?

Choose 2 answers

- A. ☒ Quarterly sales visits to a customer
- B. ☐ Weekly recurring appointments at 8:00 AM
- C. ☐ Appointments on the first Tuesday of the month
- D. ☒ Site inspections during the first week of the year

20 of 65. Customer relationships and reliable service are the main focus this year at Ursa Major Solar. Management has asked that once a technician has serviced a customer, they continue to service that customer when possible.

What should the consultant recommend to meet this requirement?

- A. ☐ Configure an account preference on the Service Resource record.
- B. ☐ Designate a Skill-based resource to the Work Order.
- C. ☒ Assign a Preferred status Resource Preference to the Account.
- D. ☐ Include the Required Resource work type in Scheduling Policies.

21 of 65. Northern Trail Outfitters is adding Field Service Schedule Optimization to its Field Service implementation.

Which licensing will be required for the Field Service Schedule Optimization user?

- A. ☐ Resource License
- B. ☒ Scheduling License
- C. ☐ Dispatcher License
- D. ☐ Salesforce License

22 of 65. A customer wants to return a defective product instead of scheduling a Service Appointment.

How should this product be tracked in Salesforce Field Service?

- A. ☐ Create a Product Request and Product Request Line Item.
- B. ☒ Create a Return Order and Return Order Line Item.
- C. ☐ Create a Work Order and Work Order Line Item.
- D. ☐ Create a Return Order and relate it to the Product.

16 of 65. Universal Containers wants to offer customers a Maintenance Plan that provides 12 monthly checkups. The customer will call to schedule each visit.

How should a Consultant configure the Maintenance Plan to meet this requirement?

- A. ☐ Set Frequency to 1 Month; Generation Timeframe of 12; uncheck Auto-generate work orders.
- B. ☐ Set Frequency to 1 Month; Generation Timeframe of 1; check Auto-generate work orders.
- C. ☒ Set Frequency to 1 Month; Generation Timeframe of 1; uncheck Auto-generate work orders.
- D. ☐ Set Frequency to 1 Month; Generation Timeframe of 12; check Auto-generate work orders.

15 of 65. Universal Containers wants to make it easier for managers to monitor Preventative Maintenance work orders using the Dispatcher Console.

Which two filtering options should managers use to find the appropriate work orders?

Choose 2 answers

- A. ☐ The Dispatcher Work Order Polygon and filter the list to show only desired service appointments
- B. ☒ The Dispatcher Console Appointment list and filter the list to show only desired service appointments
- C. ☐ The Preventative Maintenance Gantt and filter the list to show only desired work orders
- D. ☒ The Dispatcher Console Map and filter the list to show only desired service appointments

18 of 65. 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. ☒ Both the Primary Assets and Related Assets related lists 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. ☐ Only the Primary Assets related list on the Asset object

17 of 65. Which configuration can Universal Containers use to brand the Salesforce Field Service mobile app?

- A. ☐ Company colors
- B. ☒ Company logo
- C. ☐ Company style sheets
- D. ☐ Company address

19 of 65. Which fields on Service Appointments help ensure that they are completed within the agreed upon Service Level Agreement (SLA) with Universal Containers' customers?

- A. ☐ Scheduled Start, Scheduled End
- B. ☐ Actual Start, Actual End
- C. ☒ Earliest Start Permitted, Due Date
- D. ☐ Arrival Window Start, Arrival Window End

14 of 65. 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 only price-negotiated products as Price Book Entries.
- B. ☒ Create customer-specific Price Books and add all products as Price Book Entries.
- C. ☐ Utilize a custom Global Price Book and add price-negotiated products as Price Book Entries.
- D. ☐ Utilize a custom Global Price Book and add all products as Price Book Entries.

12 of 65. Universal Containers occasionally needs to use two Technicians to complete a job, however the Technicians can be onsite at different times.

How should a Consultant implement this process?

- A. ☐ Create two Service Appointments and set the Early Start to the Start Time of the first Service Appointment.
- B. ☒ Create two Service Appointments and assign two different Resources.
- C. ☐ Create one Service Appointment and schedule two Resources.
- D. ☐ Create one Service Appointment and add two Required Resources.

10 of 65. Which Work Rule should a Salesforce Field Service Consultant use to assign Service Resources based on related object records?

- A. ☐ Required Resource
- B. ☐ Match Field
- C. ☐ Resource Availability
- D. ☒ Extended Match

9 of 65. When completing a Work Order in the field, the Technician needs to capture two signatures to ensure compliance.

Which steps are needed to configure the signature capture?

- A. ☐ Create two Service Reports and add one Signature Block to each Report.
- B. ☐ Create two custom fields for the Service Appointment and use Flows to capture each signature.
- C. ☒ Create relevant Signature Types and add Signature Blocks to the Service Report Template.
- D. ☐ Create a Flow that adds two Signature Blocks when the Service Report is generated.

11 of 65. 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 standard reports and reference the Parent Asset and Root Asset fields.
- B. ☒ Create custom reports and reference the Parent Asset and Root Asset fields.
- C. ☐ Enable and customize the View Asset Hierarchy action.
- D. ☐ Use the Assets without Products report.

5 of 65. 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. ☐ Update the Service Crew on the Service Appointment's Work Type.
- C. ☒ Use the Crew Management tool to add Service Resources to the Crew.
- D. ☐ Edit the Service Appointment and add a new Service Resource.

3 of 65. How should a Consultant configure Salesforce Field Service to ensure agents and dispatchers can quickly create Work Orders with the appropriate materials?

- A. ☒ Create Work Types and Locations.
- B. ☐ Create Work Types with Products Required.
- C. ☐ Create Work Types with Products Consumed.
- D. ☐ Create Work Types with Work Order Line Items.

6 of 65. Universal Containers needs a team to perform periodic maintenance on the most complex products.

Which feature should the Consultant configure to meet this requirement?

- A. ☒ Service Crew
- B. ☐ Required Resource
- C. ☐ Preferred Resource
- D. ☐ Technicians with Required Skills

7 of 65. Which two objects are required when configuring an optimization job?

Choose 2 answers

- A. ☒ Scheduling Policy
- B. ☐ Polygons
- C. ☐ Work Type
- D. ☒ Service Territory

2 of 65. 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 Assets and define a hierarchy.
- C. ☐ Use Orders and Order Products.
- D. ☒ Use Products and Product Families.

4 of 65. Universal Containers wants to ensure that inventory needed for repair jobs is tracked and managed so Technicians have the material for their jobs.

What are two ways a Consultant should track these inventory requirements in Salesforce?

Choose 2 answers

- A. ☒ Products Required for Work Order Line Items
- B. ☒ Products Required for Work Orders
- C. ☐ Products Required for Service Appointments
- D. ☐ Products Required for Service Resources

8 of 65. 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. ☐ Manually flag Service Appointments as "In Jeopardy" due to weather.
- B. ☐ Configure a new Service Level for immediate assignment.
- C. ☒ Configure an Emergency Policy and use the Emergency Wizard.
- D. ☐ Postpone all lower-priority jobs and extend Due Dates.

Salesforce Certified Field Service Consultant

Time Remaining : 00:58:03

- 1 of 65.** 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 Resource Permission Set and Scheduling license to each Technician.
- B. ☐ Create Permission Sets and assign the Salesforce Field Service Scheduling and Mobile Permission Sets to the Resource profile.
- 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 Admin Permission Set to Service Resources.

Salesforce Certified Field Service Consultant

Time Remaining : 00:58:03

- 1 of 65.** 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 Resource Permission Set and Scheduling license to each Technician.
- B. ☐ Create Permission Sets and assign the Salesforce Field Service Scheduling and Mobile Permission Sets to the Resource profile.
- 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 Admin Permission Set to Service Resources.