

2026 Salesforce FS-Con-101: First-grade Online Salesforce Certified Field Service Consultant Training Materials



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Salesforce Certified Field Service Consultant Sample Questions (Q24-Q29):

NEW QUESTION # 24

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

Answer: B

Explanation:

This option allows tracking each door lock as a unique product item with its own serial number and inventory location.

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

NEW QUESTION # 25

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

Answer: D

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

id=sf.fs_price_books.htm&type=5

NEW QUESTION # 26

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. Technicians with Required Skills
- C. Required Resource
- D. Preferred Resource

Answer: A

Explanation:

This feature should be configured to meet this requirement, as it allows creating a group of service resources that can perform periodic maintenance on complex products together. References:https://help.salesforce.com/s/articleView?id=sf.fs_crew_management.htm&type=5

/articleView?id=sf.fs_crew_management.htm&type=5

NEW QUESTION # 27

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 Service Appointment.
- B. Relate the Time Sheet to the Service Appointment.
- C. Relate the Time Sheet to the Work Order Line Item.

- **D. Relate the Time Sheet Entries to the Work Order Line Item.**

Answer: D

Explanation:

This option allows tracking the time spent on each step of the work order line item and associating it with the time sheet entry record.

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

htm&type=5

NEW QUESTION # 28

When customers call in for support at AW Computing, a case is always created. If the issue cannot be solved without dispatching a technician, a work order is created from the case. Milestones are currently being used on cases, and support operations would like to extend the use of milestones to the work orders. To meet this requirement, the system administrator added the milestone Lightning component to the work order Lightning record page. Technicians and managers are reporting that there are no milestones listed when viewing the record.

How should this issue be resolved?

- A. Ensure the work order entitlement is related to the same process as the case entitlement.
- B. Add work order milestones after the case milestones to the entitlement process.
- **C. Create a separate entitlement process associated to the work order object.**
- D. Make sure the case entitlement record is being shared with the service resource.

Answer: C

Explanation:

An entitlement process is a timeline that shows every step and milestone involved in delivering support to a customer. To use milestones on work orders, a separate entitlement process associated to the work order object must be created and activated.

Modifying the user's profile, updating public group membership, or assigning a Field Service Mobile License to the user would not enable milestones on work orders. References:

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

NEW QUESTION # 29

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