

# Salesforce - FS-Con-101 - Salesforce Certified Field Service Consultant Latest Test Practice



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## Salesforce Certified Field Service Consultant Sample Questions (Q97-Q102):

### NEW QUESTION # 97

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

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

#### Answer: D

Explanation:

This work rule should be used to assign service resources based on related object records, such as accounts or assets, by matching field values between objects. References: [https://help.salesforce.com/s/articleView?id=sf\\_fs\\_work\\_rules\\_match\\_field.htm&type=5](https://help.salesforce.com/s/articleView?id=sf_fs_work_rules_match_field.htm&type=5)

#### NEW QUESTION # 98

Northern Trail Outfitters has hired a contractor to help with service calls on an as-needed basis. The contractor should be limited to travel a maximum of 50 minutes from home.

Which action should a consultant recommend?

- A. Assign a high efficiency score.
- B. Check 'Keep These Appointments Scheduled'.
- **C. Include a Match Fields work rule.**
- D. Link rules to Relevance Groups.

#### Answer: C

Explanation:

Match Fields work rules are rules that restrict travel distance between home location and first appointment location for resources[64]. Including a Match Fields work rule would allow limiting contractors to travel a maximum of 50 minutes from home by setting up criteria such as travel distance less than or equal to 50 minutes between home location field and first appointment location field[65]. Linking rules to Relevance Groups would not limit travel distance between home location and first appointment location for resources.

Relevance Groups are groups of rules that apply only to specific types of services such as emergency or preventive maintenance[66]. Assigning a high efficiency score would not limit travel distance between home location and first appointment location for resources. Efficiency score is a metric that measures how well resources use their working hours based on factors

#### NEW QUESTION # 99

Universal Containers wants to reduce its mean-time-to-service.

Which three Field Service processes should a Consultant recommend to accomplish this goal? Choose 3 answers

- **A. Scheduling**
- B. Adjust Scheduling Policy
- **C. Knowledge Base**
- **D. Dispatching**
- E. Customer Entitlements

#### Answer: A,C,D

Explanation:

Scheduling, dispatching, and knowledge base are three field service processes that can help reduce the mean-time-to-service. Scheduling is the process of assigning service appointments to resources based on their availability, skills, and location. Dispatching is the process of sending service appointments to resources and tracking their status and location. Knowledge base is a repository of articles that provide information and solutions for common issues and questions.

References: [https://help.salesforce.com/s/articleView?id=sf.fsl\\_scheduling.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fsl_scheduling.htm&type=5) [https://help.salesforce.com/s/articleView?id=sf.fsl\\_dispatch.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fsl_dispatch.htm&type=5) [https://help.salesforce.com/s/articleView?id=sf\\_knowledge\\_about.htm&type=5](https://help.salesforce.com/s/articleView?id=sf_knowledge_about.htm&type=5)

#### NEW QUESTION # 100

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. Required Resource
- B. Preferred Resource
- **C. Service Crew**
- D. Technicians with Required Skills

## Answer: C

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

## NEW QUESTION # 101

Universal Containers wants to track the work that is performed on the customer's install base. Which object relationship should the Consultant utilize to meet this requirement?

- A. Products to Accounts
- B. **Work Orders to Assets**
- C. Assets to Products
- D. Work Orders to Products

## Answer: B

Explanation:

Assets are used to track the customer's install base, such as products or equipment that require service. Work orders are used to track the work that needs to be done on assets. By relating work orders to assets, the system can track the work history and status of each asset.

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

## NEW QUESTION # 102

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