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## **Salesforce FS-Con-101 Practice Exam Questions (Desktop & Web-based)**

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## **Salesforce Certified Field Service Consultant Sample Questions (Q103-Q108):**

**NEW QUESTION # 103**

Which object can be used to share Service Appointments with Service Resources in Salesforce Field Service?

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

**Answer: C**

Explanation:

This object can be used to share service appointments with service resources in Salesforce Field Service by assigning service resources to service territories and assigning service appointments to the same service territories.

References: [https://help.salesforce.com/s/articleView?id=sf.fs\\_service\\_territories.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_service_territories.htm&type=5)

#### NEW QUESTION # 104

universal container UC want to track the asset lifecycle when equipment has been snapped out What should a consultant recommend to meet this requirement?

- A. Add the field history tracking related list to the assets page and configure the assetrelationships object
- B. Add the related asset related list to the asset page and configure the product requestobject
- **C. Add the related asset related list to the asset page and configure the assetrelationships object**
- D. Add the field history tracking related list to the asset page and configure the productrequest object

**Answer: C**

Explanation:

The asset relationships object is used to track when equipment has been swapped out by creating parent-child relationships between assets. Adding the related asset related list to the asset page allows viewing and creating asset relationships from an asset record. Adding the field history tracking related list to the asset page would track field changes on an asset, but not asset relationships. Adding the product request related list to the asset page would allow requesting products from inventory for an asset, but not tracking asset relationships.

References: [https://help.salesforce.com/s/articleView?id=sf.fs\\_asset\\_relationships\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_asset_relationships_overview.htm&type=5)

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#### NEW QUESTION # 105

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

Which two ways should a Consultant recommend tracking these inventory requirements in Salesforce?  
(Choose two.)

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

**Answer: A,B**

Explanation:

These two ways should be recommended to track these inventory requirements in Salesforce, as they allow specifying which products are needed for work orders or work order line items and updating the inventory accordingly.

References: [https://help.salesforce.com/s/articleView?id=sf.fs\\_products\\_required.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_products_required.htm&type=5)

#### NEW QUESTION # 106

universal containers wants to provide a view of emergency work that is only visible to dispatchers What should the consultant do to meet the requirement?

- A. Custom list view
- **B. Custom gantt filter**
- C. Custom report in a private report folder
- D. Custom lightning component

**Answer: B**

Explanation:

Custom gantt filters are filters that allow dispatchers to view service appointments based on specific criteria such as status, priority, or custom fields[67]. Creating a custom gantt filter would allow providing a view of emergency work that is only visible to dispatchers by setting up criteria such as status equals emergency and sharing the filter with dispatchers only[68]. Custom lightning component is a component that allows developers to create custom user interfaces using Lightning Web Components or Aura Components[69]. Creating a custom lightning component would require coding and would not leverage the existing gantt chart functionality. Custom report in a private report folder is a report that allows users to view data based on specific criteria such as objects, fields, filters, or charts[70]. Creating a custom report in a private report folder would not provide a view of emergency work on the gantt chart and would not allow dispatchers to schedule or reschedule service appointments. Custom list view is a list view that allows users to view records based on specific criteria such as filters, fields, or sorting[71]. Creating a custom list view would not provide a view of emergency work on the gantt chart and would not allow dispatchers to schedule or reschedule service appointments. References: [https://help.salesforce.com/s/articleView?id=sf.fs\\_gantt\\_filters.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_gantt_filters.htm&type=5) [https://help.salesforce.com/s/articleView?id=sf.fs\\_gantt\\_filters\\_create.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_gantt_filters_create.htm&type=5) <https://developer.salesforce.com/docs/component-library/documentation/en/lwc> [https://help.salesforce.com/s/articleView?id=sf.reports\\_builder\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.reports_builder_overview.htm&type=5) [https://help.salesforce.com/s/articleView?id=sf.customize\\_listviews.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.customize_listviews.htm&type=5)

#### NEW QUESTION # 107

Universal Containers performs service on field assets that require a sequence of work tasks. A Consultant has recommended Work Order Line Items to manage the tasks and assets/parts necessary to manage the work.

Which two of the following must be considered as part of this solution to ensure Work Orders are properly completed? Choose 2 answers

- A. Use of Standard Reports to view Parent and Root Work Order Lines Items within Work Orders by Customer.
- **B. Use of Work Order Line Items to link to a specific Asset within the Asset Hierarchy that represents the BoM.**
- C. Use of Work Order Line Items that automatically inherit the hierarchy of Assets attached to Work Order.
- **D. Use of a parent-child Work Order Line Item to create a Work Order Line Item hierarchy.**

**Answer: B,D**

Explanation:

Work Order Line Items can be used to link to specific Assets within an Asset Hierarchy that represents a Bill of Materials (BoM). Work Order Line Items can also be used to create a hierarchy of tasks that need to be performed in a sequence. Standard Reports do not show Parent and Root Work Order Line Items within Work Orders by Customer. Work Order Line Items do not automatically inherit the hierarchy of Assets attached to Work Order. References: [https://help.salesforce.com/s/articleView?id=sf.fs\\_asset\\_hierarchy.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_asset_hierarchy.htm&type=5) [https://help.salesforce.com/s/articleView?id=sf.fs\\_work\\_order\\_line\\_item\\_hierarchy.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_work_order_line_item_hierarchy.htm&type=5) [https://help.salesforce.com/s/articleView?id=sf.fs\\_reports\\_dashboards.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_reports_dashboards.htm&type=5) [https://help.salesforce.com/s/articleView?id=sf.fs\\_work\\_order\\_line\\_items.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_work_order_line_items.htm&type=5)

#### NEW QUESTION # 108

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