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For most IT workers, having the aspiration of getting Salesforce certification are very normal, passing FS-Con-101 actual test means you have chance to enter big companies and meet with extraordinary people from all walks of life. The FS-Con-101 Real Questions from our website are best study materials for you to clear exam in a short time.

Salesforce Certified Field Service Consultant Sample Questions (Q147-Q152):

NEW QUESTION # 147

An extreme weather situation impacted both the volume of open work and the number of available resources at Universal Containers.

Which approach should a Consultant recommend to realign available resources with open work?

- A. Emergency scheduling
- B. Customer First scheduling
- C. Global optimization
- D. Resource Schedule Optimization

Answer: C

Explanation:

Global optimization is a feature that allows rescheduling multiple service appointments at once based on predefined criteria such as emergency priority, travel time, or skills[194]. Global optimization would allow Universal Containers to realign available resources with open work by running an optimization job that prioritizes emergency work and assigns it to the best available resources[195]. Resource Schedule Optimization is a feature that allows scheduling service appointments for individual resources based on their availability and preferences[196]. Resource Schedule Optimization would not allow Universal Containers to realign available resources with open work because it does not consider multiple resources or service appointments at once. Emergency scheduling is a feature that allows creating and assigning emergency service appointments to the best available resources[197]. Emergency scheduling would not allow Universal Containers to realign available resources with open work because it does not reschedule existing service appointments. Customer First scheduling is a feature that allows prioritizing customer preferences and satisfaction when scheduling service appointments[198]. Customer First scheduling would not allow Universal Containers to realign available resources with open work because it does not prioritize emergency work or reschedule existing service appointments. References: <https://help.salesforce.com/s/articleView?id=sf>.

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NEW QUESTION # 148

Universal Containers wants Technicians using the Salesforce Field Service mobile app to indicate when Service Appointments are at risk of late completion.

What should a Consultant recommend to meet this requirement?

- A. Change the Status field on the Service Appointment.
- B. Post to the Service Appointment Chatter feed.
- C. Update the In Jeopardy field on the Service Appointment.
- D. Adjust the Scheduled End field on the Service Appointment.

Answer: C

Explanation:

The In Jeopardy field on the Service Appointment is a checkbox that indicates whether a service appointment is at risk of late completion based on travel time and service duration calculations. Technicians can update this field using the Field Service Mobile App to alert dispatchers and managers of potential issues. Posting to the Service Appointment Chatter feed, changing the Status field on the Service Appointment, or adjusting the Scheduled End field on the Service Appointment would not indicate that a service appointment is in jeopardy, but would communicate other information such as comments, progress, or rescheduling. References: https://help.salesforce.com/s/articleView?id=sf_fs_service_appointments.htm&type=5 https://help.salesforce.com/s/articleView?id=sf_fs_mobile_app_overview.htm&type=5

NEW QUESTION # 149

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. Salesforce License
- B. Scheduling License
- C. Dispatcher License
- D. Resource License

Answer: A

Explanation:

This licensing will be required for the Field Service Schedule Optimization user, as it allows accessing Salesforce features and functionality such as optimization jobs and settings. References: https://help.salesforce.com/s/articleView?id=sf_fs_permission_sets.htm&type=5

NEW QUESTION # 150

Universal Containers would like to provide Field Service Technicians the ability to capture details and customer approval on

completed work so that the details can be compiled and sent to the customer electronically. What should a Consultant recommend to meet this requirement?

- A. Create a custom report.
- B. Create a Process Builder to generate a report.
- C. Use the standard Work Order email template.
- **D. Use the standard Service Report**

Answer: D

Explanation:

Service Reports are documents that summarize the details and outcomes of a service appointment such as work performed, products consumed, customer feedback, etc.[72]. Using the standard Service Report would allow Field Service Technicians to capture details and customer approval on completed work and send them to the customer electronically by generating and emailing service reports from the Field Service Mobile App or the web browser[73]. Creating a Process Builder to generate a report would not allow Field Service Technicians to capture details and customer approval on completed work. Process Builder is a tool that allows users to automate workflows based on specified criteria and actions[74]. Creating a custom report would not allow Field Service Technicians to capture details and customer approval on completed work. Custom reports are reports that allow users to view data based on specific criteria such as objects, fields, filters, or charts[75].

Using the standard Work Order email template would not allow Field Service Technicians to capture details and customer approval on completed work. Email templates are templates that allow users to send predefined emails with merge fields[76]. References:

<https://help.salesforce.com/s/articleView?id=sf.>

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NEW QUESTION # 151

Universal containers products need to be traceable from the factory to customer sites. The products are installed using disposable kits.

How should the consultant configure this?

- **A. Create the products as serialized inventory and the installation kits as unsterilized inventory.**
- B. Create the products and the installation kits as a single serialized product.
- C. Create the products and the installation kits as unsterilized inventory.
- D. Create the products and the installation kits as serialized inventory.

Answer: A

Explanation:

Serialized inventory allows tracking individual product items by serial number, which is useful for traceability from factory to customer sites. Unsterilized inventory allows tracking product quantities without serial numbers, which is suitable for disposable kits that are not reused or returned. Creating both products and kits as serialized or unsterilized inventory would not meet the requirement of traceability for products and disposability for kits. References: <https://help.salesforce.com/s/articleView?id=sf.>

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NEW QUESTION # 152

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