FS-Con-101 Exam Quick Prep, FS-Con-101 Test Lab Questions

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As a single mother on a very tight budget, Ciara is tempted to skimp on her insurance. However, her friend Mehmet tells her not to skimp on insurance, because it will help manage her cash flows. Which one of the following examples best illustrates Mehmet's point?

A. Ciara needs her car to get to her job, and she needs her job to make car payments and pay for her car insurance.

B. When her car's windshield breaks, Ciara has to pay only $100 of the $600 cost of replacing it.

C. When her car's transmission goes out a month after the warranty expires, Ciara is faced with a $1,100 repair bill.

D. Ciara finds it difficult to come up with a $787 auto insurance premium every six months.

When her car's windshield breaks, Ciara has to pay only $100 of the $600 cost of replacing it.

Which one of the following statements is correct regarding the benefits provided by insurance?

A. Insurance reduces the financial consequences of loss exposures but not the related uncertainty.

B. The primary role of insurance is to meet mandatory insurance requirements.

C. The reduction in losses paid by insurers due to risk control measures benefits individual insureds but not society as a whole.

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Salesforce Certified Field Service Consultant Sample Questions (Q94-Q99):

NEW QUESTION # 94
Dispatchers at Universal Containers wantto ensure resources assigned to a Work Order have the appropriate level of expertise. What should a Consultant implement to accomplish this requirement?

- A. Define Work Types, Define Work Order Status, Set up Resource Skills
- B. Set up Service Locations, Set up Location Skills, Define Work Types
- C. Define Skills, Set up Skill Requirements, Set up Resource Skills
- D. Set up Skill Requirements, Define Work Types, Set up Routing Rules

Answer: C

Explanation:
Skills are used to define the level of expertise that a resource hasfor a specific type of work. Skill requirements are used to define the level of expertise that a service appointment needs. Resource skills are used to assign skills to resources. By setting up these components, the system can match service appointments with resources based on their skills.
References: https://trailhead.salesforce.com/en/content/learn/modules/field_service_basics/field_service_skills

NEW QUESTION # 95
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 areno 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. Create a separate entitlement process associated to the work order object.
- C. Make sure the case entitlement record is being shared with the service resource.
- D. Add work order milestones after the case milestones to the entitlement process.

Answer: B

Explanation:
An entitlement process is a timeline that shows every step and milestone involvedin 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 # 96
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. Customer First
- B. High Intensity
- C. Soft Boundaries
- D. Emergency

Answer: A

Explanation:
This scheduling policy prioritizes customer service preferences over other factors, such as travel time or resource availability.
References:https://help.salesforce.com/s/articleView?id=sf.fs_scheduling_policies.
htm&type=5

NEW QUESTION # 97
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 relevant Signature Types and add Signature Blocks to the Service Report Template.
- B. Create a Flow that adds two Signature Blocks when the Service Report is generated,
- C. Create two custom fields for the Service Appointment and use Flows to capture each signature.
- D. Create two Service Reports and add one Signature Block to each Report.

Answer: A

Explanation:
This option allows capturing multiple signatures on a service report by creating different signature types (such as customer approval or technician verification) and adding them to the service report template. References:
https://help.salesforce.com/s/articleView?id=sf.fs_signature_types.htm&type=5

NEW QUESTION # 98
Universal Containers performs multi-staged jobs, where the second job can only begin after completion of the first job. How should aConsultant recommend implementing this process?

- A. Create one Service Appointment with the total duration of the two jobs and assign two Resources.
- B. Create one Service Appointment and schedule it to two different Resources.
- C. Create two Service Appointments and schedule them to the same Resource.
- D. Create two Service Appointments, set the Related Service Appointment and Time Dependency.

Answer: D

Explanation:
To perform multi-staged jobs, where the second job can only begin after completion of the first job, two service appointments can be created and linked by setting the Related Service Appointment field on the second service appointment to point to the first one, and setting the Time Dependency field to After Previous.
Creating one service appointment with the total duration of the two jobs and assigning two resources would not ensure that the second job starts after the first one. Creating two service appointments and scheduling them to the same resource or creating one service appointment and scheduling it to twodifferent resources would not create a dependency between the jobs. References:
https://help.salesforce.com/s/articleView?id=sf.
fs_service_appointments.htm&type=5https://help.salesforce.com/s/articleView?id=sf.
fs_service_appointment_dependencies.htm&type=5

NEW QUESTION # 99
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