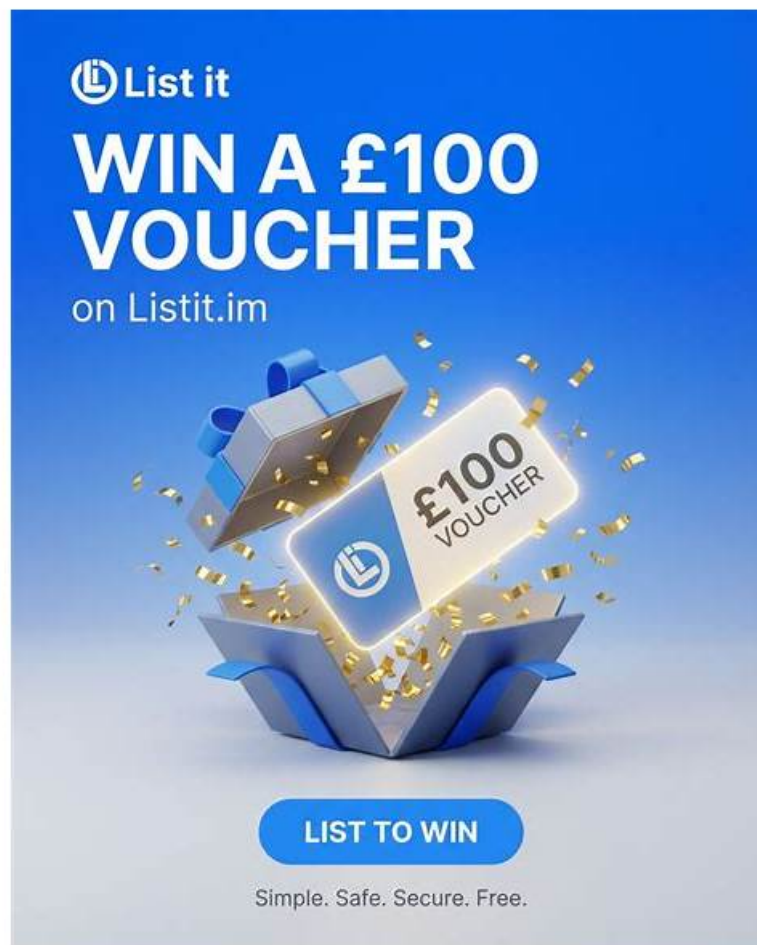# Valid FS-Con-101 Latest Exam Pass4sure | Latest Salesforce FS-Con-101 Online Version: Salesforce Certified Field Service Consultant

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

NEW QUESTION # 94

universal container requires trained inspectors to make 3 site visits per year to inspect the container customers' sites. These visits must be scheduled within 14 days of inspection due date.
What are two ways aConsultant can configure maintenance plans to meet the requirements?
Choose 2 answers

- A. Auto generate work order with 14-day generation time frame
- B. Auto generate work order with a 14 days generation horizon
- C. Associate work type called site to maintenance plan
- D. Associate a required skill call site visits to maintain plans

Answer: A,B

Explanation:
A generation horizon is the number of days before the maintenance plan start date that work orders are generated. A generation time frame is the number of days before the maintenance plan end date that work orders are generated. To ensure that work orders are generated within 14 days of inspection due date, both the generation horizon and the generation time frame should be set to 14 days. Associating a work type calledsite or a required skill called site visits to maintenance plans would not affect the timing of work order generation, but would affect the scheduling and assignment of service appointments. References: https://help.salesforce. com/s/articleView?id=sf.fs_maintenance_plans.htm&type=5 https://help.salesforce.com/s/articleView?id=sf. fs_work_types.htm&type=5https://help.salesforce.com/s/articleView?id=sf.fs_skills.htm&type=5

NEW QUESTION # 95

Northern Trail Outfitters (NTO) asks its clients for feedback on every service visit. NTO wants to dispatch the appropriate Technicians based on customer feedback.
What are two ways the Consultant can meet this requirement?
Choose ? answers

- A. Configure and add excluded and required resource Work Rules to scheduling policies.
- B. Configure resource preferences on the Account or Work Order.
- C. Configure customer preferences on the Service Resource record.
- D. Configure and add excluded and required resource business objectives to scheduling policies.

Answer: A,B

Explanation:
These two ways allow dispatching the appropriate technicians based on customer feedback, as they allow defining which resources are preferred or avoided by customers or accounts. References:https://help. salesforce.com/s/articleView?id=sf.fs_resource_preferences.htm&type=5

NEW QUESTION # 96

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

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

Answer: A

Explanation:
This work rule should be used to assign service resourcesbased 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

NEW QUESTION # 97
Universal Containers wants to increase customer satisfaction by committing preferred resources to accounts and providing prompt service.
Which two default Scheduling Policies meet this requirement?
Choose 2 answers

- A. High Intensity
- B. Customer First
- C. EmergencyPolicy
- D. Soft Boundaries

Answer: B,D

Explanation:
Soft Boundaries and Customer First are two default scheduling policies that meet the requirement of committing preferred resources to accounts and providing prompt service. Soft Boundaries prioritize resources that are assigned to the same account or service territory as the service appointment. Customer First prioritize resources that have the highest customer satisfaction rating.
References: https://help.salesforce.com/s/articleView?id=sf.fsl_scheduling_policies.htm&type=5

NEW QUESTION # 98
Approximately 70% of Universal Containers