

FS-Con-101試験復習赤本 & FS-Con-101コンポーネント



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>> FS-Con-101試験復習赤本 <<

FS-Con-101コンポーネント & FS-Con-101資料勉強

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Salesforce Certified Field Service Consultant 認定 FS-Con-101 試験問題 (Q108-Q113):

質問 # 108

Universal Containers plans to implement Crew Management to better support its clients. Which area does the Consultant need to consider as part of the recommendation?

- A. Salesforce Field Service considers the Recommended Crew Size when assigning appointments.
- **B. The Preferred Resource service objective is ignored for active Crew Members.**
- C. Capacity-based scheduling is supported for Service Crews.
- D. A service resource can only be a member of 2 single Crew

正解: B

解説:

Crew Management is a feature that allows creating and managing crews of multiple service resources who share the same service appointments[163]. The Preferred Resource service objective is ignored for active Crew Members because it only applies to individual resources and not crews[164]. Capacity-based scheduling is not supported for Service Crews because crews do not have capacity limits and can be assigned unlimited service appointments[165]. A service resource can be a member of multiple crews and

can switch between them depending on their availability and skills[166]. Salesforce Field Service does not consider the Recommended Crew Size when assigning appointments because it only considers the Required Crew Size which indicates the minimum number of crew members needed for a service appointment[167]. References:

https://help.salesforce.com/s/articleView?id=sf.fs_service_crews_overview.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.fs_service_crews_limitations.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.fs_service_crews_create_edit_delete.htm&type=5 https://developer.salesforce.com/docs/atlas.en-us.api.meta/api/sforce_api_objects_serviceappointment_requiredcrewsizes.htm

質問 # 109

A Technician at Universal Containers (UC) is responsible for servicing multiple Assets at a customer site during a single visit. UC wants to minimize impact for the customer and consolidate work for its Technician.

What should the Consultant recommend to meet this requirement?

- A. Create designated Time Slots to ensure appropriate time is held to accommodate these types of visits.
- **B. Create and schedule a Service Appointment with a single Work Order with Work Order Line Items for each Asset.**
- C. Create a single Work Order with Work Order Line Items for each Asset, each with a Service Appointment.
- D. Create and schedule independent Work Orders for each Asset, each with a Service Appointment.

正解: B

解説:

A Service Appointment with a single Work Order with Work Order Line Items for each Asset allows servicing multiple Assets at a customer site during a single visit with minimal impact for the customer and consolidated work for the Technician[28]. Creating and scheduling independent Work Orders for each Asset, each with a Service Appointment, would create unnecessary complexity and duplication. Creating designated Time Slots to ensure appropriate time is held to accommodate these types of visits would not address the requirement of servicing multiple Assets. Creating a single Work Order with Work Order Line Items for each Asset, each with a Service Appointment, would create redundant service appointments for the same visit.

References: https://help.salesforce.com/s/articleView?id=sf.service_appointments.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.fs_work_orders.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.fs_work_order_line_items.htm&type=5

質問 # 110

An agent has to create a Work Order for a complex installation. A Work Order Line Item is created for each required component so it can be tracked and priced separately. However, a few of the components are only on the company's Preferred Price Book while the others are on the U.S. Price Book.

Which solution should a Consultant recommend so the agent can meet this requirement?

- A. Create one Work Order for each Price Book and use Work Types to assign the Price Book to each Work Order Line Item.
- **B. Create one Work Order and override the price on Work Order Line Items for products on the Preferred Price Book.**
- C. Create one Work Order and add Work Order Line Items based on the Price Book selected on the Work Type.
- D. Create one Work Order for each Price Book and add Work Order Line Items to the appropriate Work Order based on its Price Book.

正解: B

解説:

A Work Order can have only one Price Book associated with it, which is determined by the Price Book selected on the Work Type. To use products from different Price Books on the same Work Order, the price on Work Order Line Items for products on other Price Books can be overridden manually or by using automation tools such as Process Builder or Apex triggers. Creating one Work Order for each Price Book or using Work Types to assign Price Books to each Work Order Line Item would not allow using products from different Price Books on the same Work Order. References: https://help.salesforce.com/s/articleView?id=sf.fs_work_orders.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.fs_work_types.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.fs_work_order_line_items.htm&type=5

質問 # 111

Universal Containers Technicians frequently need to request more parts from another inventory location when stock runs low. How can Universal Container Technicians achieve this for each product requested?

- A. Create a Shipment and a Product request line item.
- B. Create a Product Consumed and a Product request line item.
- **C. Create a Product Request and a Product request line item.**
- D. Create a Work Order Line Item and a Product request line item.

正解: C

解説:

This option allows creating a record to request products from another inventory location and adding product request line items for each product requested. References:https://help.salesforce.com/s/articleView?id=sf.fs_product_requests_overview.htm&type=5

質問 # 112

Universal Containers (UC) provides services to multiple machines installed at customer sites. Each machine has different issues that need to be fixed. UC wants to track progress, different parts used, and time spent on each machine when dispatching a Technician. How should the Consultant meet these requirements?

- A. Each Asset will have a Service Appointment that will represent the work needed for each machine.
- B. Each Account will have a Service Appointment that will represent the work to be done at the customer site.
- C. Work Orders will have multiple Service Appointments. Each Service Appointment will be linked to the Asset.
- **D. Work Orders will have multiple Work Order Line Items. Each Work Order Line Item will be linked to the Asset and have a Service Appointment.**

正解: D

解説:

This option allows tracking the required work for each machine separately, and scheduling a service appointment for each work order line item. References:https://help.salesforce.com/s/articleView?id=sf.fs_work_order_line_items.htm&type=5

質問 # 113

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