

FS-Con-101 Exam Success - FS-Con-101 Interactive Practice Exam

Salesforce Certified Experience Cloud Consultant (EX-Con-101) Exam Success Starts With the Right Study Resources

To succeed in the Salesforce Certified Experience Cloud Consultant exam, it is essential to focus on the right study resources that build both technical knowledge and scenario-based problem-solving skills. The official Salesforce Exam Guide is the first step, as it highlights the exact topics and weightings you need to master, from sharing and security to branding, customization, and user management. Pair this with Trailhead modules and projects focused on Experience Cloud to gain hands-on practice with portals, sites, and digital experiences. The Salesforce Help Documentation and release notes provide updated instructions and best practices, while reliable platforms such as Study4Exam offer practice exams that mimic the test format and help identify weak areas. Finally, engaging in the Trailblazer Community and Experience Cloud study groups connects you with peers and certified consultants who share tips, real-world examples, and troubleshooting insights. Combining these official resources, practice questions, and community knowledge ensures thorough preparation and a strong foundation for passing the EX-Con-101 exam.

Salesforce Certified Experience Cloud Consultant (EX-Con-101) Exam Questions & Answers

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Salesforce Certified Field Service Consultant Sample Questions (Q107-Q112):

NEW QUESTION # 107

Universal containers want technicians to view work progress through the work order line-item card in the field service lightning mobile app.

Which configuration steps should a consultant take to meet this requirement?

- A. create a custom visual force page and add an external link in the field service lightning mobile app to view the page in the mobile browser.
- B. create a report chart that summarizes work order line items and add a link to the service appointment layout.
- C. add the work order line items related list of the work order page layout and assign the layout to the technician's profile.
- D. create a custom lightning component that displays work order progress and deploy it to technicians through the field lightning mobile app.

Answer: D

Explanation:

A custom lightning component that displays work order progress can be created using Lightning Web Components or Aura Components and deployed to technicians through the Field Service Mobile App using Mobile App Extensions. Adding the work order line items related list to the work order page layout would not show the work progress on the work order line-item card in the

Field Service Mobile App. Creating a custom visual force page or a report chart would not be compatible with the Field Service Mobile App user interface.

References: <https://developer.salesforce.com/docs/component-library/documentation/en/lwc> [https://help.salesforce.com/s/articleView?id=sf_fs_mobile_app_extensions.htm&type=5](https://developer.salesforce.com/docs/atlas.en-us.lightning.meta/lightning)

NEW QUESTION # 108

AW Computing technicians use the field service mobile application exclusively since they are always in the field. Due to frequent schedule changes, the technician should only see one job at a time on the app.

How should the field service administrator ensure this requirement is met?

- A. Enable drip feed to dispatch one service appointment per technician at a time.
- B. Set Send Appointment Notifications on Dispatch in the mobile settings to one.
- C. Instruct the dispatcher to only dispatch one work order to each technician at a time.
- D. Set up auto dispatch to dispatch one work order for each technician at a time

Answer: A

Explanation:

Drip feed is a feature that automatically dispatches service appointments to resources based on predefined criteria and time intervals. By enabling drip feed, the system can dispatch one service appointment per technician at a time, and adjust their schedule accordingly.

References: https://help.salesforce.com/s/articleView?id=sf.fs1_drip_feed.htm&type=5

NEW QUESTION # 109

Universal Containers provides maintenance and emergency services to its customers. Sending Technicians to emergency calls during the day causes long travel times and reduces the number of appointments that a Technician can complete.

Which feature should the Consultant use to reduce travel time and increase Technician productivity?

- A. Reschedule Appointment
- B. Fill-in Schedule
- C. Resource Schedule Optimization
- D. Fix Overlaps

Answer: C

Explanation:

This feature should be used to reduce travel time and increase technician productivity by automatically scheduling service appointments based on predefined criteria and objectives, such as minimizing travel distance or maximizing utilization.

References: https://help.salesforce.com/s/articleView?id=sf_fs_optimizer_overview.htm&type=5

NEW QUESTION # 110

Universal Containers wants to implement Service Level Agreements (SLA) for Work Orders.

Which three considerations should the Consultant take into account?

Choose 3 answers

- A. An Entitlement Process must be applied to both Cases and Work Orders.
- B. A single Milestone can be added to both Case and Work Order Entitlement Processes.
- C. A new Entitlement Process requires selecting a single Entitlement Process Type.
- D. Milestones for Work Orders can be set up from the metadata API.
- E. Milestones for Work Orders can be configured in Setup.

Answer: C,D,E

Explanation:

These three considerations should be taken into account when implementing service level agreements for work orders, as they affect how milestones are created and applied to work orders. References: <https://help>

NEW QUESTION # 111

Universal Containers has dispatchers who can set up new territories, define new schedule policies, and control settings on the Gantt chart.

In addition to Field Service Lightning Dispatcher Permissions and the Field Service Lightning Dispatcher License, which permissions should a Consultant assign to the dispatchers?

- A. Field Service Lightning Scheduling License
- **B. Field Service Lightning Admin Permissions**
- C. Field Service Lightning Standard Permissions
- D. Field Service Lightning Mobile License

Answer: B

Explanation:

Field Service Lightning Admin Permissions are required to set up new territories, define new schedule policies, and control settings on the Gantt chart. These permissions allow users to access and modify field service settings and objects.

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

NEW QUESTION # 112

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