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The BraindumpsIT wants to win the trust of Salesforce Certified Field Service Consultant (FS-Con-101) certification exam candidates. To achieve this objective BraindumpsIT is presenting Valid, Real, and Updated Salesforce Certified Field Service Consultant (FS-Con-101) exam questions in three different formats. These formats have high demand in the market and offer the easiest and quick way for Salesforce Certified Field Service Consultant (FS-Con-101) exam preparation.

Salesforce Certified Field Service Consultant Sample Questions (Q13-Q18):

NEW QUESTION # 13

Time sheet entries can be associated to which two objects? Choose 2 answer

- A. Work order line item
- B. Work order
- C. Service resource
- D. assigned resources

Answer: A,B

Explanation:

Time sheet entries are records that track the time spent by a service resource on a work order or a work order line item[28]. Time sheet entries can be associated to work order line items or work orders using lookup fields [29]. Assigned resources are records that assign a service resource to a service appointment[30]. Service resources are records that represent the people or equipment that perform field service tasks[31]. Time sheet entries cannot be associated to assigned resources or service resources directly. References: https://help.salesforce.com/s/articleView?id=sf.fs_time_sheets_overview.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.fs_time_sheet_entries_overview.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.fs_assigned_resources_overview.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.fs_service_resources_overview.htm&type=5

References: https://help.salesforce.com/s/articleView?id=sf.fs_time_sheets_overview.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.fs_time_sheet_entries_overview.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.fs_assigned_resources_overview.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.fs_service_resources_overview.htm&type=5

NEW QUESTION # 14

Org-Wide Default sharing is set to Private in a Salesforce org.

If the FieldService Lightning User Territory feature is enabled, which three objects will be visible to users who are part of the User Territory?

Choose 3 answers

- A. Resource Absences
- B. Work Types
- C. Service Resources
- D. Accounts
- E. Work Orders

Answer: A,C,E

Explanation:

Service Resources are records that represent the people or equipment that perform field service tasks[143].

Work Orders are records that track customer requests for service such as repairs or maintenance[144].

Resource Absences are records that mark resources as unavailable for work for specific time periods due to sickness, vacation, or other reasons[145]. If the Field Service Lightning User Territory feature is enabled, these three objects will be visible to users who are part of the User Territory by default[146]. Accounts are records that represent companies or individuals involved in business with an organization[147]. Work Types are records that define the standard tasks and duration for a specific type of work[148].

These two objects will not be visible to users who are part of the User Territory by default unless sharing rules are configured[149].

References: https://help.salesforce.com/s/articleView?id=sf.fs_service_resources_overview.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_resource_absences_overview.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.fs_user_territories_overview.htm&type=5 <https://help.salesforce.com/s/articleView?id=sf.account.htm&type=5> https://help.salesforce.com/s/articleView?id=sf.fs_work_types_overview.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.fs_user_territories_sharing_rules.htm&type=5

NEW QUESTION # 15

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

Answer: A

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 # 16

Universal Containers (UC) wants to deploy knowledge to its field team.

How should UC ensure its technicians can access knowledge articles offline?

- A. Write a workflow that associates articles to work orders based on a picklist on the work order.
- B. Create a custom Mobile App that syncs articles based on service appointment assignments.
- C. Use the Salesforce Mobile App with deep linking to the field service Lightning Mobile App.
- **D. Use work types to assign associated articles to work order.**

Answer: D

Explanation:

Work types can be used to assign associated articles to work orders, which can be accessed offline by technicians using the Field Service Mobile App. The Salesforce Mobile App does not have deep linking to the Field Service Mobile App. Creating a custom Mobile App that syncs articles based on service appointment assignments is not necessary and would require additional development and maintenance. Writing a workflow that associates articles to work orders based on a picklist on the work order is not recommended and would not ensure offline access. References: https://help.salesforce.com/s/articleView?id=sf.fs_work_types.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.fs_mobile_app_overview.htm&type=5

NEW QUESTION # 17

Universal Containers needs to verify that a repair job has been completed to the customer's satisfaction before an invoice can be generated. Which two items should the consultant consider?

Choose 2 answers.

- **A. Configure signature blocks for service report templates**
- B. Generate service in the organization's default language
- **C. Add service report templates to the appropriate repair work type**
- D. Send a feedback survey to the customer when a service appointment is completed

Answer: A,C

Explanation:

Service reports are documents that summarize the details and outcomes of a service appointment such as work performed, products consumed, customer feedback, etc. [25]. Configuring signature blocks for service report templates allows capturing customer signatures as proof of job completion before generating invoices [26].

Adding service report templates to the appropriate repair work type allows automatically generating service reports based on the work type of the service appointment [27]. Generating service in the organization's default language would not verify that a repair job has been completed to the customer's satisfaction. Sending a feedback survey to the customer when a service appointment is completed would not ensure that an invoice can be generated. References: https://help.salesforce.com/s/articleView?id=sf.fs_service_reports_overview.htm&type=5

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

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

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

NEW QUESTION # 18

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