

# Salesforce FS-Con-101資格参考書 & FS-Con-101復習教材



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>> Salesforce FS-Con-101資格参考書 <<

## FS-Con-101復習教材 & FS-Con-101参考資料

PassTest一連の調査と研究の結果、教科書の詳細な研究に合格することを希望する学生は、しばしば怠け者であり、学習が怠けていることがわかりました（FS-Con-101テスト教材）。一部の学生は、教科書で理解するのが難しい内容を読むときに頭痛を感じることもさえます。私たちの研究資料は、実際のテスト環境をシミュレートする模擬試験製品の研究に焦点を当てたシニア業界の専門家によって構成された優れた試験レビュー製品です（FS-Con-101準備急流）。専門家は、異なる専攻間の学習方法と試験モデルの違いを十分に検討し、最終的に完全なレビューシステムを形成しました。Salesforce Certified Field Service Consultant一連の演習、エラーの修正、および自己改善の後、Salesforce FS-Con-101試験に合格するのに役立ちます。

## Salesforce Certified Field Service Consultant 認定 FS-Con-101 試験問題 (Q154-Q159):

#### 質問 # 154

Which fields on Service Appointments help ensure that they are completed within the agreed upon Service Level Agreement (SLA) with Universal Containers' customers?

- A. Arrival Window Start, Arrival Window End
- B. Actual Start, Actual End
- C. Scheduled Start, Scheduled End
- **D. Earliest Start Permitted, Due Date**

正解: D

解説:

Earliest Start Permitted is a field on the Service Appointment object that defines the earliest date and time that a service appointment can start[222]. Due Date is a field on the Service Appointment object that defines the latest date and time that a service appointment must be completed by[223]. Using Earliest Start Permitted and Due Date fields on Service Appointments would help ensure that they are completed within the agreed upon Service Level Agreement (SLA) with Universal Containers' customers by setting the boundaries for when a service appointment can start and finish according to the SLA terms[224]. Actual Start and Actual End are fields on the Service Appointment object that capture the actual date and time that a service appointment started and ended[225]. Using Actual Start and Actual End fields on Service Appointments would not help ensure that they are completed within the agreed upon SLA with Universal Containers' customers because they are recorded after the service appointment is performed and do not enforce any SLA terms. Arrival Window Start and Arrival Window End are fields on the Service Appointment object that define the expected date and time range that a resource will arrive at a service appointment[226]. Using Arrival Window Start and Arrival Window End fields on Service Appointments would not help ensure that they are completed within the agreed upon SLA with Universal Containers' customers because they only indicate when a resource will arrive and do not enforce any SLA terms. Scheduled Start and Scheduled End are fields on the Service Appointment object that define the planned date and time range that a service appointment will take place [227]. Using Scheduled Start and Scheduled End fields on Service Appointments would not help ensure that they are completed within the agreed upon SLA with Universal Containers' customers because they only indicate when a service appointment is scheduled and do not enforce any SLA terms. References:

[https://developer.salesforce.com/docs/atlas.en-us.api.meta/api/sforce\\_api\\_objects\\_serviceappointment.htm](https://developer.salesforce.com/docs/atlas.en-us.api.meta/api/sforce_api_objects_serviceappointment.htm)  
[https://help.salesforce.com/s/articleView?id=sf.fs\\_sla\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_sla_overview.htm&type=5)

#### 質問 # 155

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

正解: C

解説:

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](https://help.salesforce.com/s/articleView?id=sf.fs_optimizer_overview.htm&type=5)

#### 質問 # 156

Universal Containers sells widgets with multiple components. Based on a problem reported by a customer, one or more of the components need to be replaced.

What should a Consultant recommend to accurately record the required work?

- A. Work Orders with Service Appointments
- B. Service Appointments and Service Appointment Line Items
- **C. Work Orders with Work Order Line Items**
- D. Work Orders with Products Consumed

正解: C

解説:

This option allows recording the required work for each component separately, and tracking the status and progress of each Work Order Line Item. References:[https://help.salesforce.com/s/articleView?id=sf.fs\\_work\\_order\\_line\\_items.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_work_order_line_items.htm&type=5)

#### 質問 # 157

Universal Containers has a large volume of cancellations occurring on their Work Orders. The COO wants to manage Work Order cancellations and subsequent follow-ups. Which two options should a Consultant recommend? Choose 2 answers.

- A. Create a child Work Order for the follow-up Work Order.
- B. Change the Work Order with a status of "New."
- C. Re-use the existing Work Order for the follow-up.
- D. Change the Work Order with a closed status of "Cancelled."

正解: C、D

解説:

Changing the Work Order with a closed status of "Cancelled" allows tracking Work Order cancellations and subsequent follow-ups using reports or dashboards based on Work Order status field values[23]. Re-using the existing Work Order for the follow-up allows maintaining the relationship between the original customer request and the follow-up action without creating duplicate records[24]. Changing the Work Order with a status of "New" would not indicate that it was cancelled before. Creating a child Work Order for the follow-up Work Order would create an unnecessary hierarchy of Work Orders that could complicate reporting and scheduling. References:[23. [https://help.salesforce.com/s/articleView?id=sf.fs\\_work\\_orders.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_work_orders.htm&type=5) [24. <https://trailhead.salesforce.com/en/content/learn/modules/field-service-lightning-basics/field-service-lightning-work-orders>

#### 質問 # 158

An employee at Universal Containers performs the role of a dispatcher and a technician. How should a consultant configure the field service lightning to support this behavior?

- A. Create one service resource and assign the relevant permission set license
- B. Create two skills records and assign them to service resources record
- C. Create one service resource and assign the technician and dispatcher role
- D. Create two service resources and assign them to the employee

正解: A

解説:

Service Resources are records that represent the people or equipment that perform field service tasks[53]. Permission Set Licenses are licenses that grant users access to specific features such as Field Service Dispatcher Console or Field Service Mobile App[54]. Creating one service resource and assigning the relevant permission set license would allow an employee at Universal Containers to perform both dispatcher and technician roles using one record and one license. Creating two skills records and assigning them to service resources record would not affect their roles or access to features. Skills are records that define specific abilities or qualifications that service resources have[55]. Creating two service resources and assigning them to the employee would create duplicate records and require two licenses for one employee. Creating one service resource and assigning the technician and dispatcher role would not work because roles are not fields on the service resource object. 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_service_resources_overview.htm&type=5) [https://help.salesforce.com/s/articleView?id=sf.fs\\_permission\\_set\\_licenses\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_permission_set_licenses_overview.htm&type=5) [https://help.salesforce.com/s/articleView?id=sf.fs\\_skills\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_skills_overview.htm&type=5)

#### 質問 # 159

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