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New FS-Con-101 Test Prep | New FS-Con-101 Exam Pattern

Learning knowledge is not only to increase the knowledge reserve, but also to understand how to apply it, and to carry out the theories and principles that have been learned into the specific answer environment. Studying for attending Salesforce Certified Field Service Consultant exam pays attention to the method. The good method often can bring the result with half the effort, therefore we in the examination time, and also should know some test-taking skill. The FS-Con-101 Quiz guide on the basis of summarizing the past years, found that many of the questions, the answers have certain rules can be found, either subjective or objective questions, we can find in the corresponding module of similar things in common.

Salesforce Certified Field Service Consultant Sample Questions (Q113-Q118):

NEW QUESTION # 113

One of the products sold by Universal Containers requires quarterly service appointments. Which feature should a Consultant use to meet this requirement?

- A. Define a repeating Work Type.
- B. Build a Process for Service Appointments.
- C. Implement Path for Work Orders.
- **D. Configure a Maintenance Plan.**

Answer: D

Explanation:

Maintenance Plans are records that define the recurring service schedule for an asset or a product such as quarterly, monthly, or weekly[59]. Configuring a Maintenance Plan would allow creating quarterly service appointments for one of the products sold by Universal Containers automatically based on predefined criteria such as start date, end date, or generation method[60]. Defining a repeating Work Type would not create quarterly service appointments automatically. Work Types are templates that define the

duration, skills, and products required for a work order or work order line item[61]. Implementing Path for Work Orders would not create quarterly service appointments automatically. Path is a feature that displays key fields and guidance for each stage of a work order process[62]. Building a Process for Service Appointments would not create quarterly service appointments automatically. Processes are automated workflows that execute actions based on specified criteria such as updating fields, sending emails, or creating tasks[63]. References:https://help.salesforce.com/s/articleView?id=sf.fs_maintenance_plans_overview.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.fs_maintenance_plans_create_edit_delete.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.path_overview.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.process_overview.htm&type=5

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NEW QUESTION # 114

How should the Consultant recommend visualizing the highest revenue generating Service Appointments on the Gantt?

- A. Add the relevant field to the Field Set.
- B. Create a Gantt Action to highlight.
- C. Color code using Gantt Palettes.
- D. Use Map Report Layers.

Answer: C

Explanation:

Gantt Palettes allow the dispatcher to color code service appointments based on any field value, such as revenue or priority.

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

NEW QUESTION # 115

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

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

Answer: B

Explanation:

This work rule should be used to assign service resources based 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

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

NEW QUESTION # 116

A consultant has implemented user territories at Northern Trail Outfitters (NTO) in a private sharing model. A new Midwest Service Territory has been created.

Which two actions should NTO take to give the dispatcher access to all relevant Midwest records? Choose 2 answers

- A. Create a new user territory associated with the Service Territory and dispatcher.
- B. Configure and run the User Territory Sharing Job in Field Service Settings.
- C. Add the resources assigned to the Service Territory's Member related list.
- D. Assign a new user territory and add each of the assigned service resources.

Answer: A,B

Explanation:

User Territories are records that associate users with service territories for sharing purposes[90]. Creating a new user territory associated with the Service Territory and dispatcher would allow giving access to all relevant Midwest records by linking them with their corresponding service territory[91]. Configuring and running the User Territory Sharing Job in Field Service Settings would allow updating sharing rules based on user territories automatically at regular intervals such as daily or weekly[92]. Assigning a new user territory and adding each of the assigned service resources would not give access to all relevant Midwest records

NEW QUESTION # 117

A technician reported that the travel time calculated between appointments is often too short because of job delays throughout the day. Which setting should a consultant consider to improve travel time accuracy?

- A. Estimated travel time, minimize travel
- B. Minimum grade, default operating hour
- C. Street level routing, Default travel speed
- D. Travel speed unit, actual travel time

Answer: C

Explanation:

Street Level Routing is a feature that calculates travel time between service appointments based on actual road distance and traffic conditions[131]. Default Travel Speed is a setting that defines the average speed of resources when traveling between service appointments[132]. Using Street Level Routing and Default Travel Speed would allow improving travel time accuracy by taking into account real-time road conditions and resource speed. Minimum Grade, Default Operating Hour would not affect travel time accuracy. Minimum Grade is a setting that defines the minimum skill level required for resources to be matched with service appointments[133]. Default Operating Hour is a record that defines the default working hours for resources [134]. Estimated Travel Time, Minimize Travel would not affect travel time accuracy. Estimated Travel Time is a field on the service appointment object that shows the expected travel time for the assigned resource[135].

Minimize Travel is an optimization criterion that prioritizes reducing travel time when scheduling service appointments[136]. Travel Speed Unit, Actual Travel Time would not affect travel time accuracy. Travel Speed Unit is a setting that defines the unit of measurement for travel speed such as miles per hour or kilometers per hour[137]. Actual Travel Time is a field on the service appointment object that shows the actual travel time recorded by the resource[138]. References:

<https://help.salesforce.com/s/articleView?id=sf>

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NEW QUESTION # 118

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