

# Salesforce FS-Con-101 Exam Cost, FS-Con-101 Trusted Exam Resource



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## Salesforce Certified Field Service Consultant Sample Questions (Q31-Q36):

### NEW QUESTION # 31

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

**Answer: C**

Explanation:

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

### NEW QUESTION # 32

Each container consists of multiple parts that are tracked by Asset records. Universal Containers's customers usually wait until several parts need service before requesting a Technician come on-site to save money on service charges.

How should a Consultant configure Salesforce Field Service to track the work performed?

- A. Create a Work Type to automatically create relevant line items for each Asset.
- **B. Create a Work Order and Work Order Line Item for each Asset being serviced.**
- C. Create a Work Order for all Assets being serviced and a Work Order Line Item for each Product Consumed.
- D. Create a Work Type and Work Order for each Asset being serviced.

**Answer: B**

Explanation:

This option allows tracking the work performed for each asset separately and associating it with a work order and a service appointment. 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)

### NEW QUESTION # 33

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

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

- A. Use the Salesforce Mobile App with deep linking to the field service lightning Mobile App.
- B. Write a workflow that associates articles to work orders based on a picklist on the work order.
- C. Create a custom Mobile App that syncs articles based on service appointment assignments.
- **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_work_types.htm&type=5) [https://help.salesforce.com/s/articleView?id=sf.fs\\_mobile\\_app\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_mobile_app_overview.htm&type=5)

### NEW QUESTION # 34

Universal Containers offers 2-hour versus 4-hour appointment booking windows for Gold versus Standard Customers. What should a Consultant recommend to offer appropriate appointment booking windows?

- A. Service Due Date
- B. Customer Working Hours
- C. Service Urgency
- **D. Customer Entitlement**

**Answer: D**

### NEW QUESTION # 35

The system administrator at Ursa Major Solar creates several custom actions on the Work Order object. Field technicians report that the actions are visible while using the Salesforce mobile app but not visible in the Field Service mobile app.

What are two reasons why the actions only display in the Salesforce mobile app?

Choose 2 answers

- A. The action type being utilized on the Work Order object is Lightning component.
- B. The actions were not added to the Classic Publisher Quick Actions section on the page layout.
- C. The actions were not added to the Mobile and Lightning Actions section on the page layout.
- D. The action was added as part of the Salesforce mobile navigation settings options.

**Answer: B,C**

Explanation:

To make custom actions visible in the Field Service mobile app, they need to be added to both the Classic Publisher Quick Actions section and the Mobile and Lightning Actions section on the page layout.

References: [https://help.salesforce.com/s/articleView?id=sf.fsl\\_mobile\\_actions.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fsl_mobile_actions.htm&type=5)

### NEW QUESTION # 36

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
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