

Salesforce FS-Con-101 Real Question - FS-Con-101 Exam Sims



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Salesforce Certified Field Service Consultant Sample Questions (Q18-Q23):

NEW QUESTION # 18

Universal Containers is deploying Field ServiceLightning in Europe, where pricing varies by country. What Price Book structure is recommended?

- A. Utilize a custom Price Book with pricing rules applied.
- B. Utilize a standard Price Book specific to each country.
- **C. Utilize a custom Price Book specific to each country.**
- D. Utilize the standard Price Book with pricing rules applied.

Answer: C

Explanation:

A custom Price Book allows different prices for the same products in different markets. A standard Price Book has the same prices for all markets. Pricing rules are not available for Field Service Lightning.

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

NEW QUESTION # 19

Universal Containers wants to ensure that inventory needed for repair jobs is tracked and managed so Technicians have the material for their jobs.

Which two ways should a Consultant recommend tracking these inventory requirements in Salesforce?
(Choose two.)

- A. ProductsRequired for Service Appointments
- **B. Products Required for Work Orders**
- C. Products Required for Service Resources
- **D. Products Required for Work Order Line Items**

Answer: B,D

Explanation:

These two ways should be recommended to track these inventory requirements in Salesforce, as they allow specifying which products are needed for work orders or work order line items and updating the inventory accordingly.

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

NEW QUESTION # 20

universal container UC want to track the asset lifecycle when equipment has been swapped out. What should a consultant recommend to meet this requirement?

- A. Add the related asset related list to the asset page and configure the product request object
- B. Add the field history tracking related list to the asset page and configure the productrequest object
- C. Add the field history tracking related list to the assets page and configure the assetrelationships object
- **D. Add the related asset related list to the asset page and configure the assetrelationships object**

Answer: D

Explanation:

The asset relationships object is used to track when equipment has been swapped out by creating parent-child relationships between assets. Adding the related asset related list to the asset page allows viewing and creating asset relationships from an asset record.

Adding the field history tracking related list to the asset page would track field changes on an asset, but not asset relationships.

Adding the product request related list to the asset page would allow requesting products from inventory for an asset, but not tracking asset relationships.

References: https://help.salesforce.com/s/articleView?id=sf.fs_asset_relationships_overview.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.fs_asset_relationships_create.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.tracking_field_history.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.fs_product_requests.htm&type=5

NEW QUESTION # 21

Universal containers plans to deploy field service lightning to 100 external contractors. There are 75 contractors who need access to work Orders assets mobile app, and chatter. the remaining 25 contractors are paid a commission on sales of containers and need to schedule resources.

Which license types and quantities should the consultant recommend?

- A. 25 contractors
- B. 100 contractors
- **C. 25 contractors**

Answer: C

Explanation:

Contractors are external users who can access Field Service features such as work orders, service appointments, assets, products consumed, etc... There are two types of contractor licenses available:

Contractor (Full Access) and Contractor (Limited Access). Contractor (Full Access) licenses allow users to access all Field Service features except scheduling optimization. Contractor (Limited Access) licenses allow users to access only work orders assigned to them or their crew members via mobile app or web browser[22].

Universal Containers should deploy 25 Contractor (Full Access) licenses to contractors who need to schedule resources and 75 Contractor (Limited Access) licenses to contractors who need access to work orders, assets, mobile app, and chatter. References: https://help.salesforce.com/s/articleView?id=sf.field_service_contractors_overview.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.field_service_contractors_license_types.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.field_service_contractors_full_access_license_features.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.field_service_contractors_limited_access_license_features.htm&type=5

NEW QUESTION # 22

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

Answer: C

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.fsl_drip_feed.htm&type=5

NEW QUESTION # 23

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