

# FS-Con-101시험덤프문제최신덤프로시험패스하기

Salesforce MKT-101 Build and Analyze Customer Journeys using Marketing Cloud 4

- 최신버전 MKT-101최신 시험 최신 덤프자료 완벽한 시험 최신버전 덤프 > > > [www.itdumpskr.com](http://www.itdumpskr.com)
- <의 무료 다운로드( MKT-101 )페이지가 지금 열립니다MKT-101높은 통과율 시험덤프
- 인기자격을 MKT-101최신 시험 최신 덤프자료 덤프자료 > > > [www.itdumpskr.com](http://www.itdumpskr.com) >에서 검색만 하
- 면< MKT-101 >를 무료로 다운로드할 수 있습니다MKT-101 최신버전 시험덤프문제
- 시험준비에 가장 좋은 MKT-101최신 시험 최신 덤프자료 덤프덤프문제 다운로드> > > [www.itdumpskr.com](http://www.itdumpskr.com) <에서 검색만 하면> MKT-101 >를 무료로 다운로드할 수 있습니다MKT-101
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- MKT-101시험대비 > MKT-101최신 시험 최신 덤프자료 > MKT-101 Dump > 무료로 쉽게 다운로드
- 하려면> > > [www.itdumpskr.com](http://www.itdumpskr.com) >에서< MKT-101 >를 검색하세요MKT-101 인증문제
- MKT-101최신시험 > MKT-101인기자격을 시험덤프 최신자료 > MKT-101시험정보 > > > [www.itdumpskr.com](http://www.itdumpskr.com) <은> MKT-101 >무료 다운로드를 받을 수 있는 최고의 사이트입니
- 다MKT-101시험덤프소장덤프
- 최신버전 MKT-101최신 시험 최신 덤프자료 완벽한 시험 최신버전 덤프 > > > [www.itdumpskr.com](http://www.itdumpskr.com) >을(를) 열고 무료 다운로드를 위해< MKT-101 >를 검색하십시오MKT-101시
- 험덤프소장덤프

Tags: MKT-101최신 시험 최신 덤프자료,MKT-101최신버전 덤프문제,MKT-101인증덤프공부문

제,MKT-101시험대비 최신버전 공부자료,MKT-101퍼펙트 덤프자료

최신버전MKT-101최신시험최신덤프자료퍼펙트한덤프구조해후를합계시험덤프비율완

Fast2test에서 발췌한 Salesforce인증 FS-Con-101덤프는 전문적인 IT인사들이 연구정리한 최신버전 Salesforce인증 FS-Con-101시험에 대비한 공부자료입니다. Salesforce인증 FS-Con-101 덤프에 있는 문제만 이해하고 공부하신다면 Salesforce인증 FS-Con-101시험을 한방에 패스하여 자격증을 쉽게 취득할 수 있을 것입니다.

만약 시험만 응시하고 싶으시다면 우리의 최신Salesforce FS-Con-101자료로 시험 패스하실 수 있습니다. Fast2test 의 학습가이드에는Salesforce FS-Con-101인증시험의 예상문제, 시험문제와 답 임으로 100% 시험을 패스할 수 있습니다.우리의Salesforce FS-Con-101시험자료로 충분한 시험준비하시는 것이 좋을 것 같습니다. 그리고 우리는 일년무료 업데이트를 제공합니다.

>> FS-Con-101시험덤프문제 <<

## FS-Con-101높은 통과율 시험대비자료, FS-Con-101최신 업데이트 시험대 비자료

많은 시간과 정신력을 투자하고 모험으로Salesforce인증FS-Con-101시험에 도전하시겠습니까? 아니면 우리Fast2test 의 도움으로 시간을 절약하시겠습니까? 요즘 같은 시간인 즉 모든 것인 시대에 여러분은 당연히 Fast2test의 제품이 딱 이라고 생각합니다. 그리고 우리 또한 그 많은 덤프판매사이트 중에서도 단연 일등이고 생각합니다. 우리 Fast2test선택함으로 여러분은 성공을 선택한 것입니다.

## 최신 Field Service Lightning program FS-Con-101 무료샘플문제 (Q95-

## Q100):

### 질문 # 95

Universal Containers tracks customer issues in its call center. Sometimes a Technician is required at the customer's location to resolve the issue.

Which sequence of steps should a Consultant recommend to dispatch the Technician?

- A. Create Service Appointment, Create Work Order, Create Case, Dispatch Service Appointment.
- **B. Create Case, Create Work Order, Create Service Appointment, Dispatch Service Appointment.**
- C. Create Case, Create Service Appointment, Create Work Order, Dispatch Service Appointment.
- D. Create Work Order, Create Case, Dispatch Work Order, Create ServiceAppointment.

**정답: B**

**설명:**

This is the recommended sequence of steps to dispatch a technician for a customer issue. A case is created to track the customer issue, a work order is created to track the work that needs to be done, a service appointment is created to schedule the work, and a service appointment is dispatched to assign it to a technician.

References: [https://trailhead.salesforce.com/en/content/learn/modules/field\\_service\\_basics/field\\_service\\_work\\_orders](https://trailhead.salesforce.com/en/content/learn/modules/field_service_basics/field_service_work_orders)

### 질문 # 96

A Dispatcher at Universal Containers has just been informed that one of their field employees, who has five serviceschedules for today, called in sick. How should the workload be assigned to other Field Technicians?

- A. Drag and drop the Service Appointments to other available Resources and run Optimization.
- **B. Update the Resource as not available, select the affected Service Appointments, and press "Schedule."**
- C. Change the Scheduling Policy to "High Intensity" and activate the Background Optimization process.
- D. Ask the Customer Service Rep to call the customers and manually re-schedule for another day.

**정답: B**

**설명:**

Updating the Resource as not available allows marking a resource as unavailable for a specific time period due to sickness, vacation, or other reasons[27]. Selecting the affected Service Appointments and pressing

"Schedule" allows rescheduling multiple service appointments at once based on predefined criteria such as travel time or priority[28].

Dragging and dropping the Service Appointments to other available Resources and running Optimization would reschedule service appointments manually and then run an optimization process that could override the manual changes[29]. Asking the Customer Service Rep to call the customers and manually re-schedule for another day would not use the scheduling features of Field Service and could result in customer dissatisfaction or missed service level agreements. Changing the Scheduling Policy to "High Intensity" and activating the Background Optimization process would change the optimization criteria for all service appointments and run an optimization process in the background that could take a long time to complete[30]. References:

[https://help.salesforce.com/s/articleView?id=sf.fs\\_resource\\_absences\\_overview.](https://help.salesforce.com/s/articleView?id=sf.fs_resource_absences_overview.htm&type=5)

[https://help.salesforce.com/s/articleView?id=sf.fs\\_schedule\\_service\\_appointments.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_schedule_service_appointments.htm&type=5)

[https://help.salesforce.com/s/articleView?id=sf.fs\\_global\\_optimization\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_global_optimization_overview.htm&type=5)

[https://help.salesforce.com/s/articleView?id=sf.fs\\_background\\_optimization\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_background_optimization_overview.htm&type=5)

### 질문 # 97

Ursa Major Solar would like the technician who performed a customer's initial installation to also perform any subsequent service calls.

Which two actions should the field service administrator take to configure field service to ensure the installation technician is assigned to subsequent service calls?

Choose 2 answers

- A. Create a child work order for maintenance on the original installation work order.
- **B. Add the technician as a preferred resource on the account record.**
- **C. Add the preferred resource service objective to the scheduling policy.**
- D. Add the technician as the required resource on the service appointment.

**정답: B,C**

**설명:**

These are two actions that can help ensure that the technician who performed a customer's initial installation is also assigned to subsequent service calls. A preferred resource is a resource that has a preference or affinity for working with a specific account or service territory. A preferred resource service objective is a service objective that prioritizes resources that are preferred for an account or service territory. By adding the technician as a preferred resource on the account record, and adding the preferred resource service objective to the scheduling policy, the system can assign the technician to future service appointments for that account.

References: [https://help.salesforce.com/s/articleView?id=sf.fsl\\_preferred\\_resources.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fsl_preferred_resources.htm&type=5) [https://help.salesforce.com/s/articleView?id=sf.fsl\\_service\\_objectives.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fsl_service_objectives.htm&type=5)

#### **질문 # 98**

AW Computing groups its technicians based on seniority. The newest techs comprise Tier 1, move to Tier 2 after a year on the job, and get assigned to Tier 3 after 3 years on the job. Resources with more seniority should be considered for a job over resources with less seniority.

How should the field service administrator ensure this corporate policy is enforced considering the Customer First scheduling policy is utilized consistently except in emergency situations?

- **A. Make a relevance group on the work rule to filter based on the tier number and add the rule to the policy.**
- B. Create a queue for each tier group within each territory on the Service Appointment object.
- C. Use the Priority field on the service resource assigning Tier 3 techs the lowest number and Tier1 techs with the highest number.
- D. Create a custom number field to capture the tier number on the service resource.

**정답: A**

**설명:**

A relevance group is used to filter resources based on a custom field value. By creating a relevancegroup on the work rule to filter based on the tier number, the system can prioritize resources with higher seniority for a service appointment.

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

#### **질문 # 99**

A customer makes one appointment for the sales department, and another appointment for the service department. The two appointments should be handled on the same day, but should be created as separate appointments. In addition, the Technician must complete one appointment before starting the next. The agent wants to make sure these two appointments are scheduled together and in sequence.

Which three things should the Consultant verify to ensure these requirements are met and simultaneous scheduling will occur? Choose 3 answers

- **A. The Dependency Type is set to Start After Finish and Same Day on the first service appointment in the dependency.**
- **B. The Same Resource and Same Day fields appear on the Service Appointments page layout.**
- C. The Complex Work Visualforce page is added to the Service Appointments page
- D. A dependency has been created between the two appointments and the start times are the same.
- **E. The checkbox Use all-or-none scheduling for related appointments in Field Service Settings is selected.**

**정답: A,B,E**

**설명:**

Use all-or-none scheduling for related appointments is a setting in Field Service Settings that enables or disables the simultaneous scheduling of service appointments that have dependencies[232]. Dependency Type is a field on the Service Appointment object that defines the relationship between two service appointments such as Start After Finish, Start Before Finish, or Finish Before Start[233]. Same Resource and Same Day are fields on the Service Appointment object that indicate whether two service appointments with dependencies should be assigned to the same resource and scheduled on the same day[234]. Selecting the checkbox Use all- or-none scheduling for related appointments in Field Service Settings, setting the Dependency Type to Start After Finish and Same Day on the first service appointment in the dependency, and making sure the Same Resource and Same Day fields appear on the Service Appointments page layout would allow Universal Containers to ensure that a customer makes one appointment for the sales department, and another appointment for the service department, that should be handled on the same day, but should be created as separate appointments, where the Technician must complete one appointment before starting the next, and

that these two appointments are scheduled together and in sequence by enabling simultaneous scheduling of dependent service appointments, defining the order and timing of the service appointments, and ensuring that the service appointments are assigned to the same resource and scheduled on the same day[235]. Creating a dependency between the two appointments and setting the start times to be the same would not work because it would not ensure that one appointment is completed before starting the next. Adding the Complex Work Visualforce page to the Service Appointments page would not work because it is not a feature of Salesforce Field Service. References: [https://help.salesforce.com/s/articleView?id=sf.fs\\_settings\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_settings_overview.htm&type=5)  
[https://help.salesforce.com/s/articleView?id=sf.fs\\_service\\_appointment\\_dependencies\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_service_appointment_dependencies_overview.htm&type=5)  
[https://help.salesforce.com/s/articleView?id=sf.fs\\_service\\_appointment\\_dependencies\\_create\\_edit\\_delete.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_service_appointment_dependencies_create_edit_delete.htm&type=5)

## 질문 # 100

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