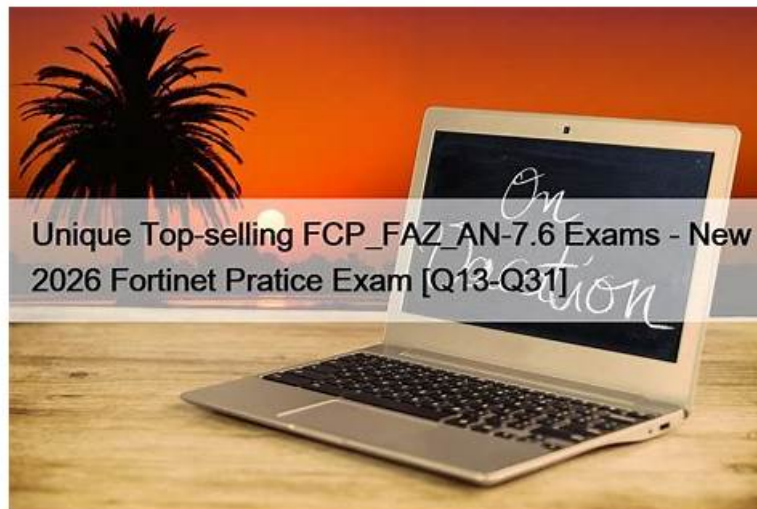


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Salesforce FS-Con-101 Exam Syllabus Topics:

Section	Objectives
	- Field Service setup and configuration
Configuration and Implementation	• 1. Service territories and operating hours • 2. Service resources and crews setup
	- Field service business processes and use cases
Field Service Fundamentals	• 1. Work order and service appointment concepts • 2. Service lifecycle in field operations
	- Work order creation and lifecycle
Work Order Management	• 1. Work order execution and closure • 2. Work order types and configuration
	- Scheduling policies and constraints
	• 1. Skills-based scheduling • 2. Territory and capacity management
Scheduling and Dispatch	- Scheduling optimization
	• 1. Dispatcher Console usage • 2. Service resource allocation
	- Analytics and performance tracking
Reporting and Optimization	• 1. Operational reporting and dashboards • 2. Key field service metrics

- Salesforce Field Service Mobile App

- Mobile Workforce Management
- 1. Offline capabilities and updates
 - 2. Technician job execution workflows

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Salesforce Certified Field Service Consultant Sample Questions (Q137-Q142):

NEW QUESTION # 137

Universal Containers requires trained inspectors to make three site visits per year to inspect containers at customer sites. These visits must be created 14 days before the next suggested inspection date.

What are two ways 3 Consultant can configure Maintenance Plans to meet the requirement?

Choose 2 answers

- A. Auto-generate Work Orders with a 14 day Generation Horizon.
- B. Associate a Required Skill called Site Visit to a Maintenance Plan.
- C. Auto-generate Work Orders with a 14 days Generation Timeframe.
- D. Associate 2 Work Type called Site Visit to a Maintenance Plan

Answer: A,C

Explanation:

Maintenance Plans are records that define recurring work orders for preventive maintenance such as inspections or tune-ups[188]. Auto-generate Work Orders is a setting that enables or disables the automatic generation of work orders from maintenance plans[189]. Generation Timeframe is a setting that defines how often work orders should be generated from maintenance plans such as daily, weekly, or monthly[190].

Generation Horizon is a setting that defines how far in advance work orders should be generated from maintenance plans such as 7 days or 30 days[191]. Auto-generating Work Orders with a 14 day Generation Timeframe and a 14 day Generation Horizon would allow Universal Containers to automatically generate Work Orders 14 days before the next suggested maintenance date by creating work orders from maintenance plans every 14 days within 14 days of their scheduled date. Associating a Required Skill called Site Visit to a Maintenance Plan would not affect how far in advance work orders are generated from maintenance plans. Required Skills are fields on the maintenance plan object that indicate which skills are needed for performing preventive maintenance[192]. Associating a Work Type called Site Visit to a Maintenance Plan would not affect how far in advance work orders are generated from maintenance plans. Work Types are records that define the standard tasks and duration for a specific type of work[193]. 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_auto_generate_work_orders.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.fs_maintenance_plans_generation_timeframe.htm

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NEW QUESTION # 138

Service resources at universal container UC frequently work in more than one service territory the current scheduling policy looks only at primary territory while we still want to optimize to use the service resource primary when scheduling. UC also wants the scheduling policy to look at the resources secondary services territory Which two scheduling policy changes should a consultant recommend?

Choose 2 answers

- A. Includes the match territory work rule
- B. Deselect working location primary on the working territories work rule

- C. Select working location enable primary on the working territories work rule
- D. Remove the match territory work rule

Answer: A,B

Explanation:

The match territorywork rule is used to match service appointments to service resources based on their assigned territories. Deselecting working location primary on the working territories work rule allows considering secondary territories as well as primary territories when matching service appointments to service resources. Removing the match territory work rule would ignore territories when scheduling service appointments. Selecting working location enable primary on the working territories work rule would only consider primary territories when matching service appointments to service resources. References:https://help.salesforce.com/s/articleView?id=sf.fs_work_rules_overview.htm&type=5

NEW QUESTION # 139

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

Answer: A,D

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

NEW QUESTION # 140

Universal Containers Technicians frequently need to request more parts from another inventory location when stock runs low.

How can Universal Container Technicians achieve this for each product requested?

- A. Create a Product Request and a Product request line item.
- B. Create a Work Order Line Item and a Product request line item.
- C. Create a Shipment and a Productrequest line item.
- D. Create a Product Consumed and a Produc request line item.

Answer: A

Explanation:

This option allows creating a record to request products from another inventory location and adding product request line items for each product requested. References:https://help.salesforce.com/s/articleView?id=sf.fs_product_requests_overview.htm&type=5

NEW QUESTION # 141

A service technician at Ursa Major Solar handles yearly maintenancechecks. The job usually lasts 2 to 3 hours. Due to the lack of customer availability, many appointments are cancelled or need to be rescheduled at the last minute.

Which two features would be most helpful in aiding the dispatcher with updated schedules for technicians?

Choose 2 answers

- A. Group Nearby
- B. Reshuffle
- C. Resource Schedule Optimization
- D. In-day Optimization

Answer: B,D

Explanation:

Reshuffle allows the dispatcher to automatically reschedule service appointments for a specific date range based on the current schedule and optimization rules¹. In-day Optimization allows the dispatcher to optimize the schedule for a specific resource or territory based on real-time events such as cancellations or delays².

References: 1 https://help.salesforce.com/s/articleView?id=sf.fs_reshuffle.htm&type=5 2 https://help.salesforce.com/s/articleView?id=sf.fs_in_day_optimization.htm&type=5

NEW QUESTION # 142

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