

FS-Con-101 Relevant Exam Dumps | Frequent FS-Con-101 Updates



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Salesforce FS-Con-101 Exam Syllabus Topics:

Section	Weight	Objectives
Topic 1: Field Service Intelligence	3%	- Explain how Field Service Intelligence (FSI) dashboards are used
Topic 2: Managing Scheduling and Dispatch	28%	- Explain the difference between global, local, and emergency scheduling - Explain the usage of complex work and work capacity - Given a scenario, determine the appropriate dispatch and scheduling settings - Determine the appropriate optimization rules and service objectives for a scenario - Demonstrate how to use the dispatcher console
Topic 3: Field Service Mobile App	10%	- Demonstrate how to configure offline data and push notifications - Given a scenario, determine the appropriate configuration for the Field Service mobile app - Explain how to use the Field Service mobile app to perform field service tasks

Topic 4: Managing Work Orders	23%	- Apply the appropriate product and price book configurations for a scenario - Explain the work order lifecycle and applicable statuses - Given a scenario, configure work order processes, parameters, and field settings - Distinguish between work order line item types and their usage
Topic 5: Quoting and Pricing	5%	- Given a scenario, determine the appropriate settings for quoting and pricing
Topic 6: Managing Resources	16%	- Demonstrate how to use time off to manage resource availability - Explain the relationships between service territories, operating hours, and shifts - Given a scenario, determine the appropriate resource type (e.g., crews, technicians)
Topic 7: Asset and Maintenance Management	5%	- Explain how maintenance plans and maintenance rules are used - Given a scenario, determine the appropriate asset management setup
Topic 8: Inventory and Order Management	10%	- Explain the inventory and order management process - Given a scenario, determine the appropriate settings for product item tracking - Distinguish between product items, product item transactions, and product requests

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Salesforce Certified Field Service Consultant Sample Questions (Q23-Q28):

NEW QUESTION # 23

Northern Trail Outfitters (NTO) wants to automatically dispatch a Technician's next two Service Appointments after the Technician completes their current Service Appointment. NTO wants to be consistent across all of the Service Territories and control the number of Service Appointments that are pushed to the Technician.

What automated processing should the Consultant configure upon Work Order completion to dispatch the next two Appointments?

- A. Create an Apex Trigger.
- B. Build a Workflow Rule.
- **C. Enable Drip feed Dispatch.**
- D. Configure an Auto Dispatch Scheduled Job.

Answer: C

Explanation:

This option allows automatically dispatching a certain number of Service Appointments to a technician after they complete their current one, based on a predefined criteria. References: https://help.salesforce.com/s/articleView?id=sf.fs_drip_feed_dispatch.htm&type=5

NEW QUESTION # 24

At Universal Containers, the Service Territory member's time zone is one hour behind the Service Territory time zone. How should the Consultant ensure proper scheduling and optimization for the member?

- **A. Add one hour to the start and end times on the Service Territory Member's Operating Hours.**
- B. Subtract one hour from the start and end times on the Service Territory.
- C. Add one hour to the start and end times on the Service Territory.
- D. Change the time zone on the Service Territory Member's user record to match the Service Territory's time zone.

Answer: A

Explanation:

This option ensures that the service territory member's operating hours are aligned with the service territory's time zone, and avoids scheduling conflicts or gaps. References: https://help.salesforce.com/s/articleView?id=sf.fs_operating_hours.htm&type=5

NEW QUESTION # 25

Northern Trail Outfitters wants to improve overall responsiveness to customers.

Which Dispatch technique should the Consultant implement to provide the greatest schedule flexibility?

- A. Shuffle daily work manually via the Gantt.
- B. Leverage Resource Schedule Optimization.
- C. Enable Drip-feed to dispatch the next appointments.
- D. Configure the Auto Dispatch scheduled job.

Answer: C

Explanation:

Drip Feed Dispatching is a feature that allows dispatching groups of service appointments to technicians at regular intervals instead of all at once[121]. Enabling Drip-feed to dispatch the next appointments would allow Northern Trail Outfitters to improve overall responsiveness to customers by providing the greatest schedule flexibility and allowing technicians to adjust their schedules based on real-time conditions[122].

Shuffling daily work manually via the Gantt would not provide the greatest schedule flexibility. The Gantt is a tool that allows dispatchers to view and manage service appointments on a timeline[123]. Leveraging Resource Schedule Optimization would not provide the greatest schedule flexibility. Resource Schedule Optimization is a feature that allows optimizing service appointments based on predefined criteria such as travel time or priority[124]. Configuring the Auto Dispatch scheduled job would not provide the greatest schedule flexibility. Auto Dispatch is a feature that allows automatically assigning service appointments to resources based on predefined criteria such as skills or availability[125]. References: https://help.salesforce.com/s/articleView?id=sf.fs_drip_feed_dispatching_overview.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.fs_drip_feed_dispatching_enable.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.fs_gantt_overview.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.fs_resource_schedule_optimization_overview.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.fs_auto_dispatch_overview.htm&type=5

NEW QUESTION # 26

Universal Containers wants to dispatch emergency work identified throughout the day that needs to be completed before lower-priority work.

What should the Consultant recommend to meet this requirement?

- A. Create a custom Gantt action to call an Apex class to reschedule appointments.
- B. Write a batch Apex class to unschedule low priority work orders.
- C. Define a Global Optimization job to run hourly.
- D. Apply the Reshuffle action within the Gantt.

Answer: D

Explanation:

Reshuffle is an action within the Gantt that allows rescheduling multiple service appointments at once based on predefined criteria such as emergency priority, travel time, or skills[209]. Reshuffle would allow Universal Containers to dispatch emergency work identified throughout the day that needs to be completed before lower-priority work by running a reshuffle action that prioritizes emergency work and assigns it to the best available resources[210]. Defining a Global Optimization job to run hourly would not allow Universal Containers to dispatch emergency work identified throughout the day that needs to be completed before lower-priority work. Global Optimization is a feature that allows rescheduling multiple service appointments at once based on predefined criteria such as emergency priority, travel time, or skills[211]. Running a Global Optimization job hourly would not be responsive enough for emergency work identified throughout the day. Creating a custom Gantt action to call an Apex class to reschedule appointments would not be necessary for Universal Containers to dispatch emergency work identified throughout the day that needs to be completed before lower-priority work. Custom Gantt actions are actions within the Gantt that can be customized using Apex code to perform specific tasks such as sending notifications or updating fields[212]. Creating a custom Gantt action would require additional development and maintenance and would not leverage the existing Reshuffle action.

Writing a batch Apex class to unschedule low priority work orders would not allow Universal Containers to dispatch emergency

work identified throughout the day that needs to be completed before lower-priority work. Batch Apex is a way of processing large volumes of data asynchronously using Apex code[213].

Writing a batch Apex class would require additional development and maintenance and would not leverage the existing Reshuffle action. References: https://help.salesforce.com/s/articleView?id=sf.fs_gantt_reshuffle_overview.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.fs_gantt_reshuffle_run.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.fs_optimization_global_overview.htm&type=5 https://developer.salesforce.com/docs/atlas.en-us.apexcode.meta/apexcode/apex_batch_interface.htm

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

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

https://developer.salesforce.com/docs/atlas.en-us.apexcode.meta/apexcode/apex_batch_interface.htm

https://developer.salesforce.com/docs/atlas.en-us.apexcode.meta/apexcode/apex_batch_interface.htm

NEW QUESTION # 27

Universal Containers wants to increase customer satisfaction by committing preferred resources to accounts and providing prompt service.

Which two default Scheduling Policies meet this requirement?

Choose 2 answers

- A. High Intensity
- B. Soft Boundaries
- C. Customer First
- D. EmergencyPolicy

Answer: B,C

Explanation:

Soft Boundaries and Customer First are two default scheduling policies that meet the requirement of committing preferred resources to accounts and providing prompt service. Soft Boundaries prioritize resources that are assigned to the same account or service territory as the service appointment. Customer First prioritize resources that have the highest customer satisfaction rating.

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

NEW QUESTION # 28

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