

Salesforce FS-Con-101 Latest Practice Questions - New FS-Con-101 Exam Review



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Salesforce Certified Field Service Consultant Sample Questions (Q155-Q160):

NEW QUESTION # 155

Universal Containers (UC) is rolling out InventoryManagement to better manage parts and inventory. UC wants to automatically

associate certain parts and products to Work Orders upon creation based on the work to be performed.
How should the Consultant meet this requirement?

- A. Add Products to the ProductsRequired Related List on the Asset object.
- B. Add Products to the Work Order Products Related List on the Work Type object.
- **C. Add Products to the Products Required Related List on the Work Type object.**
- D. Add Products to the Work Order Products Related List on the Asset object.

Answer: C

Explanation:

This option allows automatically associating certain products to Work Orders based on the work type selected, and generating Work Order Line Items for those products. References:https://help.salesforce.com/s/articleView?id=sf.fs_work_types.htm&type=5

NEW QUESTION # 156

An employee at Universal Containers performs the role of a Dispatcher and a Technician.
How should a Consultant configure Salesforce Field Service to support this behavior?

- A. Create one Service Resource and assign the Technician and Dispatcher role.
- B. Create two Skills records and assign them to the Service Resource record.
- **C. Create one Service Resource and assign the relevant Permission Set Licenses.**
- D. Create two Service Resources and assign them to the employee. &

Answer: C

Explanation:

Service Resources are records that represent the people or equipment that perform field service tasks[199].
Permission Set Licenses are records that grant users access to specific features or apps such as Salesforce Field Service[200].
Creating one Service Resource and assigning the relevant Permission Set Licenses would allow Universal Containers to configure Salesforce Field Service to support an employee who performs the role of a Dispatcher and a Technician by creating a service resource record for the employee and assigning them the Salesforce FieldService Dispatcher and Mobile permission set licenses[201].
Creating two Service Resources and assigning them to the employee would not work because an employee can only be associated with one service resource record[202].
Creating one Service Resource and assigning the Technician and Dispatcher role would not work because roles are records that define the level of access users have to data in an organization hierarchy[203].
Creating two Skills records and assign them to the Service Resource record would not work because skills are records that define specific abilities or qualifications that service resources have and do not affect their access to features or apps[204].
References:
https://help.salesforce.com/s/articleView?id=sf.fs_service_resources_overview.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.perm_sets_license_overview.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.fs_perm_sets_license_assign.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.fs_service_resources_create_edit_delete.htm&type=5 <https://help.salesforce.com/s/articleView?id=sf.roles.htm&type=5> https://help.salesforce.com/s/articleView?id=sf.fs_skills_overview.htm&type=5

NEW QUESTION # 157

An extreme weather situation impacts both the volume of work and number of available resources at universal container Which approach should a consultant recommend to realign available resources with open work?

- **A. Global optimization**
- B. Customer first scheduling
- C. Emergency scheduling
- D. Resource Schedule optimization

Answer: A

Explanation:

Global optimization is a process that reschedules all service appointments within a specified time frame based on predefined criteria such as travel time or priority. It can be used when an extreme weather situation impacts both the volume of work and number of

available resources at Universal Containers. Resource Schedule optimization is a process that reschedules service appointments assigned to a specific resource based on predefined criteria such as travel time or priority. It would not address the impact on other resources or unassigned service appointments. Emergency scheduling is a process that assigns emergency service appointments to available resources based on predefined criteria such as travel time or priority. It would not address the impact on existing service appointments or non-emergency service appointments. Customer first scheduling is a process that assigns service appointments based on customer preferences such as preferred time slots or preferred resources. It would not address the impact on resource availability or service level agreements. References: https://help.salesforce.com/s/articleView?id=sf.fs_global_optimization_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_emergency_scheduling_overview.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.fs_customer_first_scheduling_overview.htm&type=5

NEW QUESTION # 158

Each door lock that Universal Containers (UC) sells has a unique 20 digit code. The code represents the manufacturer, production run, and production number.

UC needs to track each lock. In addition to the installed locks, all Technicians carry five replacement units in their van stock, How should UC track the van stock door locks?

- A. Create a product item with all the serial numbers in the notes section.
- **B. Create a product item for each door lock utilizing standard fields.**
- C. Create a product item and enter the Technicians' lock quantity.
- D. Create a product item and enter the serial numbers in the related list.

Answer: B

Explanation:

This option allows tracking each door lock as a unique product item with its own serial number and inventory location.

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

NEW QUESTION # 159

Universal Containers wants to track when Technicians need to visit a customer site multiple times to resolve an issue. How should a Consultant configure this using a single Work Order?

- A. Create a new Child Work Order for each site visit.
- **B. Create a new Service Appointment for each site visit.**
- C. Create a new Product Consumed for each site visit.
- D. Create a new Work Order Line Item for each site visit.

Answer: B

Explanation:

Service Appointments are records that track the date, time, duration, and assigned resource for a work order or work order line item [117]. Creating a new Service Appointment for each site visit would allow Universal Containers to track when Technicians need to visit a customer site multiple times to resolve an issue by creating different service appointments for the same work order and capturing notes and status updates for each service appointment. Creating a new Child Work Order for each site visit would create unnecessary records and complexity. Child Work Orders are work orders that are related to another work order as part of a hierarchy [118]. Creating a new Product Consumed for each site visit would not track the site visits. Products Consumed are records that track the products or parts that are used or installed during a service appointment

[119]. Creating a new Work Order Line Item for each site visit would not track the site visits. Work Order Line Items are records that track specific tasks or products related to a work order [120]. References:

https://help.salesforce.com/s/articleView?id=sf.fs_service_appointments.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.fs_work_orders.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.fs_products_consumed_overview.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.fs_work_order_line_items.htm&type=5

NEW QUESTION # 160

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