

Salesforce FS-Con-101対応資料、FS-Con-101サンプル問題集



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>> Salesforce FS-Con-101対応資料 <<

FS-Con-101サンプル問題集 & FS-Con-101認定試験

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Salesforce Certified Field Service Consultant 認定 FS-Con-101 試験問題 (Q87-Q92):

質問 # 87

Universal Containers performs multi-staged jobs, where the second job can only begin after completion of the first job. How should a Consultant recommend implementing this process?

- A. Create two Service Appointments and schedule them to the same Resource.
- B. Create one Service Appointment with the total duration of the two jobs and assign two Resources.
- C. Create one Service Appointment and schedule it to two different Resources.
- **D. Create two Service Appointments, set the Related Service Appointment and Time Dependency.**

正解: D

解説:

To perform multi-staged jobs, where the second job can only begin after completion of the first job, two service appointments can be created and linked by setting the Related Service Appointment field on the second service appointment to point to the first one, and setting the Time Dependency field to After Previous.

Creating one service appointment with the total duration of the two jobs and assigning two resources would not ensure that the second job starts after the first one. Creating two service appointments and scheduling them to the same resource or creating one service appointment and scheduling it to two different resources would not create a dependency between the jobs. References:

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

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

質問 # 88

Northern Trail Outfitters is adding Field Service Schedule Optimization to its Field Service implementation. Which licensing will be required for the Field Service Schedule Optimization user?

- A. Scheduling License
- B. Resource License
- **C. Salesforce License**
- D. Dispatcher License

正解: C

解説:

This licensing will be required for the Field Service Schedule Optimization user, as it allows accessing Salesforce features and functionality such as optimization jobs and settings. References:

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

質問 # 89

Universal Containers typically performs installs, break-fix, and inspections for all clients. The Service Manager wants to create a template for common work requests. What should a Consultant implement to assist the dispatch team?

- A. Work Order Record Types for Break-fix, Install, and Inspection.
- B. Work Order custom fields to define Install, Break-fix, and Inspections.
- C. Work Type Line Items for Install, Break-fix, and Inspections.
- **D. Work Types and Skill Requirements for Install, Break-fix, and Inspections.**

正解: D

解説:

Work Types are templates that define the duration, skills, and products required for a work order or work order line item. By creating Work Types and Skill Requirements for Install, Break-fix, and Inspections, Universal Containers can standardize creation of Work Orders with the correct skills and estimated time to completion. Work Order Record Types for Break-fix, Install, and Inspection would allow creating different page layouts and picklist values for different types of work orders, but not define skills and duration. Work Type Line Items for Install, Break-fix, and Inspections would allow creating templates for work order line items, but not work orders. Work Order custom fields to define Install, Break-fix, and Inspections would allow capturing additional information for different types of work orders, but not define skills and duration.

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

id=sf.fs_work_order_line_items.htm&type=5

質問 #90

Universal Containers wants to dispatch groups of Service Appointments to their Technicians. The number of Service Appointments dispatched at a time varies among different Service Territories.

Which two settings should a Consultant enable to ensure Service Appointments are dispatched correctly?

Choose 2 answers

- **A. Enable Drip Feed Dispatching in Field Service Settings.**
- **B. Set the Number of Services to Drip Feed on the Service Territory.**
- C. Set the Service Appointment to Dispatch in Field Service Settings.
- D. Enable Sharing of Dispatched Service Appointments.

正解: A、B

解説:

Drip Feed Dispatching is a feature that allows dispatching groups of service appointments to technicians at regular intervals instead of all at once[56]. Enabling Drip Feed Dispatching in Field Service Settings allows turning on this feature for all service territories[57]. Setting the Number of Services to Drip Feed on the Service Territory allows specifying how many service appointments should be dispatched at a time for each service territory[58]. Setting the Service Appointment to Dispatch in Field Service Settings would not affect how many service appointments are dispatched at a time. Enabling Sharing of Dispatched Service Appointments would not affect how many service appointments are dispatched at a time. 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_drip_feed_dispatching_configure.htm&type=5

質問 #91

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

正解: B、D

解説:

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

質問 #92

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FS-Con-101サンプル問題集: <https://www.certshiken.com/FS-Con-101-shiken.html>

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- [illegible]

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