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## FS-Con-101 Latest Test Camp | New FS-Con-101 Test Camp

We at TestsDumps give you the techniques and resources to make sure you get the most out of your exam study. We provide preparation material for the Salesforce Certified Field Service Consultant exam that will guide you when you sit to study for it. FS-Con-101 updated questions give you enough confidence to sit for the Salesforce exam. If you take enough practice tests on FS-

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## Salesforce Certified Field Service Consultant Sample Questions (Q77-Q82):

### NEW QUESTION # 77

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

**Answer: B**

Explanation:

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 SkillRequirements 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_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_orders.htm&type=5) [https://help.salesforce.com/s/articleView?id=sf.fs\\_work\\_order\\_line\\_items.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_work_order_line_items.htm&type=5)

### NEW QUESTION # 78

Some Technicians report that they are unable to log in to the Salesforce Field Service mobile app. The Consultant confirmed that the Technicians have the Salesforce Field Service Resource License and Salesforce Field Service Resource Permissions assigned to them.

How should a Consultant provide access to the Salesforce Field Service mobile app?

- A. Assign a Field Service Mobile License to the user.
- **B. Modify the user's Profile.**
- C. Update Public Group membership.
- D. Modify the user record.

**Answer: B**

Explanation:

To provide access to the Salesforce Field Service Mobile App, the user's profile must have the Field Service Mobile permission enabled. Updating Public Group membership, assigning a Field Service Mobile License to the user, or modifying the user record would not grant access to the mobile app. References: [https://help.salesforce.com/s/articleView?id=sf.fs\\_mobile\\_app\\_permissions.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_mobile_app_permissions.htm&type=5)

### NEW QUESTION # 79

Universal Containers has a call center that responds to requests from customers and schedules time for Field Service Engineers (FSEs) to perform work on assets owned by the client. Call Center Agents are responsible for booking appointments.

Which permission set license should be assigned to the Call Center Agents?

- **A. FSL Agent License**
- B. FSL Dispatcher License
- C. FSL Admin License
- D. FSL Resource License

**Answer: A**

Explanation:

This option allows booking appointments, creating work orders, and viewing work types and work rules, which are the tasks that call center agents are responsible for. References: [https://help.salesforce.com/s/articleView?id=sf.fs\\_permission\\_sets.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_permission_sets.htm&type=5)

### NEW QUESTION # 80

An agent has to create a Work Order for a complex installation. A Work Order Line Item is created for each required component so it can be tracked and priced separately. However, a few of the components are only on the company's Preferred Price Book while the others are on the U.S. Price Book.

Which solution should a Consultant recommend so the agent can meet this requirement?

- A. Create one Work Order and add Work Order Line Items based on the Price Book selected on the Work Type.
- **B. Create one Work Order and override the price on Work Order Line Items for products on the Preferred Price Book.**
- C. Create one Work Order for each Price Book and add Work Order Line Items to the appropriate Work Order based on its Price Book.
- D. Create one Work Order for each Price Book and use Work Types to assign the Price Book to each Work Order Line Item.

**Answer: B**

Explanation:

A Work Order can have only one Price Book associated with it, which is determined by the Price Book selected on the Work Type. To use products from different Price Books on the same Work Order, the price on Work Order Line Items for products on other Price Books can be overridden manually or by using automation tools such as Process Builder or Apex triggers. Creating one Work Order for each Price Book or using Work Types to assign Price Books to each Work Order Line Item would not allow using products from different Price Books on the same Work Order. References: [https://help.salesforce.com/s/articleView?id=sf.fs\\_work\\_orders.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](https://help.salesforce.com/s/articleView?id=sf.fs_work_types.htm&type=5) [https://help.salesforce.com/s/articleView?id=sf.fs\\_work\\_order\\_line\\_items.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_work_order_line_items.htm&type=5)

### NEW QUESTION # 81

Universal Containers offers 2-hour versus 4-hour appointment booking windows for Gold versus Standard Customers. What should a Consultant recommend to offer appropriate appointment booking windows?

- A. Service Urgency
- B. Customer Working Hours
- **C. Customer Entitlement**
- D. Service Due Date

**Answer: C**

### NEW QUESTION # 82

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