

Authentic Salesforce FS-Con-101 Exam Questions by Experts



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Salesforce FS-Con-101 Exam Syllabus Topics:

Section	Weight	Objectives
Topic 1: Managing Work Orders	23%	- Relate work orders, service appointments, and products - Configure work order processes, types, and parameters - Manage work order lifecycle, line items, and milestones
Topic 2: Configuring Maintenance Plans	5%	- Schedule recurring work - Design and implement maintenance plans
Topic 3: Permissions and Sharing	5%	- Configure permission sets and access - Manage territory visibility and sharing rules
Topic 4: Managing Resources	16%	- Configure service territories and membership - Understand license types and deployment - Manage time sheets, operating hours, and skills - Set up and manage crews and resource types
Topic 5: Managing Assets	5%	- Track asset history and maintenance - Maintain assets and asset relationships
Topic 6: Managing Scheduling and Optimization	28%	- Set up operating hours and availability - Use dispatcher console and scheduling tools - Configure scheduling policies and optimization rules - Manage service appointment lifecycle and assignment
Topic 7: Managing Inventory	8%	- Manage products, consumption, and returns - Select inventory and price book models
Topic 8: Configuring Mobility	10%	- Configure Field Service mobile app settings - Distinguish mobile app capabilities - Enable mobile workflows and sign-off processes

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Salesforce Certified Field Service Consultant Sample Questions (Q31-Q36):

NEW QUESTION # 31

Northern Trail Outfitters (NTO) asks its clients for feedback on every service visit. NTO wants to dispatch the appropriate Technicians based on customer feedback.

What are two ways the Consultant can meet this requirement?

Choose 2 answers

- A. Configure and add excluded and required resource Work Rules to scheduling policies.
- B. Configure and add excluded and required resource business objectives to scheduling policies.
- C. Configure resource preferences on the Account or Work Order.
- D. Configure customer preferences on the Service Resource record.

Answer: A,C

Explanation:

These two ways allow dispatching the appropriate technicians based on customer feedback, as they allow defining which resources are preferred or avoided by customers or accounts. References:https://help.salesforce.com/s/articleView?id=sf.fs_resource_preferences.htm&type=5

NEW QUESTION # 32

Universal Containers has a large volume of cancellations occurring on their Work Orders. The COO wants to manage Work Order cancellations and subsequent follow-ups. Which two options should a Consultant recommend? Choose 2 answers.

- A. Re-use the existing Work Order for the follow-up.
- B. Change the Work Order with a closed status of "Cancelled."
- C. Change the Work Order with a status of "New."
- D. Create a child Work Order for the follow-up Work Order.

Answer: A,B

Explanation:

Changing the Work Order with a closed status of "Cancelled" allows tracking Work Order cancellations and subsequent follow-ups using reports or dashboards based on Work Order status field values[23]. Re-using the existing Work Order for the follow-up allows maintaining the relationship between the original customer request and the follow-up action without creating duplicate records[24]. Changing the Work Order with a status of "New" would not indicate that it was cancelled before. Creating a child Work Order for the follow-up Work Order would create an unnecessary hierarchy of Work Orders that could complicate reporting and scheduling. References:[23]. https://help.salesforce.com/s/articleView?id=sf.fs_work_orders.htm&type=5 [24]. <https://trailhead.salesforce.com/en/content/learn/modules/field-service-lightning-basics/field-service-lightning-work-orders>

NEW QUESTION # 33

Universal Containers wants to ensure Technicians have the correct equipment before arriving at a Job site.

Which two considerations should the Consultant take into account when configuring Salesforce Field Service?

Choose 2 answers

- A. Work Types can be configured to include Required Products on Work Orders and Work Order Line Items.
- B. Required Products must be added to both the Work Order and all Work Order Line Items.
- C. Quantity and Unit of Measure are required when adding a Required Product.
- D. Validation Rules and Triggers created on the Work Order and Work Order Line Item objects are automatically recreated for Work Types.

Answer: A,D

NEW QUESTION # 34

Universal Containers wants service managers to quickly identify location and status changes in the lifecycle of a specific component in a customer's install base.

What should a Consultant utilize to track the lifecycle?

- A. A Product related list on Assets
- B. Custom fields for change tracking on Assets
- **C. Field History Tracking on Assets**
- D. A Work Order related list on Assets

Answer: C

Explanation:

Field History Tracking on Assets allows tracking location and status changes in the lifecycle of a specific component in a customer's install base by recording the date, time, nature, and user of each change. A Work Order related list on Assets would show the work orders associated with an asset, but not the location and status changes of the asset. A custom installation date field on Products Consumed would show when a product was installed, but not the subsequent changes in the asset lifecycle. A Product related list on Assets would show the products related to an asset, but not the location and status changes of the asset. References:

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

NEW QUESTION # 35

Universal container needs to verify that a repair job has been completed to the customer satisfaction before an invoice can be generated. Which two items should the consultant consider?

Choose 2 answers

- A. Send a feedback survey to the customer when a service appointment is completed
- **B. Add service reports templates to the appropriate repair work type**
- **C. Configure signature blocks for service report templates**
- D. Generate service in the organization's default language

Answer: B,C

Explanation:

Service reports are documents that summarize the details and outcomes of a service appointment such as work performed, products consumed, customer feedback, etc.[25]. Configuring signature blocks for service report templates allows capturing customer signatures as proof of job completion before generating invoices[26].

Adding service report templates to the appropriate repair work type allows automatically generating service reports based on the work type of the service appointment[27]. Generating service in the organization's default language would not verify that a repair job has been completed to the customer satisfaction. Sending a feedback survey to the customer when a service appointment is completed would not ensure that an invoice can be generated. References: https://help.salesforce.com/s/articleView?id=sf.fs_service_reports_overview.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.fs_service_reports_signature_blocks.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.fs_service_reports_work_types.htm&type=5

NEW QUESTION # 36

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