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To ensure that the FS-Con-101 dumps PDF format remains up to date, the Salesforce FS-Con-101 questions in it are regularly revised to reflect any modifications to the FS-Con-101 exam content. This commitment to staying current and aligned with the FS-Con-101 Exam Topics ensures that candidates receive the Salesforce Certified Field Service Consultant (FS-Con-101) updated questions.

Salesforce Certified Field Service Consultant Sample Questions (Q102-Q107):

NEW QUESTION # 102

The service director at Ursa Major Solar would like to understand the effect that service objectives have on the assignment of service appointments to service resources.

Where can the director view service objective scores for potential appointment time slots?

- A. Book appointment action

- B. Bulk dispatch action
- C. Dispatch console
- D. Candidates action

Answer: A

Explanation:

The book appointment action is used to schedule a service appointment based on service objectives and resource availability. The action displays a list of potential time slots with service objective scores for each slot. The higher the score, the better the slot meets the service objectives.

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

NEW QUESTION # 103

Universal Containers Technicians frequently need to request more parts from another inventory location when stock runs low. How can Universal Container Technicians achieve this for each product requested?

- **A. Create a Product Request and a Product request line item**
- B. Create a Shipment and a Productrequest line item
- C. Create a Product Consumed and a Produc request line item
- D. Create a Work Order Line Item and a Product request line item

Answer: A

Explanation:

This option allows creating a record to request products from another inventory location and adding product request line items for each product requested. References: https://help.salesforce.com/s/articleView?id=sf.fs_product_requests_overview.htm&type=5

NEW QUESTION # 104

in which two scenarios should a consultant recommend multi day service appointment? Choose 2 answers

- **A. jobs require consecutive days of work and can span over weekends.**
- B. jobs require multiple stages of work performed by different resources.
- **C. Jobs can take longer than the available resources hours in a day.**
- D. jobs need to be performed at the same site on the same day of the week.

Answer: A,C

Explanation:

Multi-day service appointments are used when jobs can take longer than the available resources hours in a day or require consecutive days of work and can span over weekends. Jobs that need to be performed at the same site on the same day of the week or require multiple stages of work performed by different resources can be handled by single-day service appointments with appropriate scheduling policies and optimization rules.

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

NEW QUESTION # 105

Universal Containers (UC) provides services to multiple machines installed at customer sites. Each machine has different issues that need to be fixed. UC wants to track progress, different parts used, and time spent on each machine when dispatching a Technician. How should the Consultant meet these requirements?

- A. Work Orders will have multiple Service Appointments. Each Service Appointment will be linked to the Asset.
- B. Each Asset will have a Service Appointment that will represent the work needed for each machine.
- C. Each Account will have a Service Appointment that will represent the work to be done at the customer site.
- **D. Work Orders will have multiple Work Order Line Items. Each Work Order Line Item will be linked to the Asset and have a Service Appointment.**

Answer: D

Explanation:

This option allows tracking the required work for each machine separately, and scheduling a service appointment for each work order line item. References:https://help.salesforce.com/s/articleView?id=sf_fs_work_order_line_items.htm&type=5

NEW QUESTION # 106

Northern Trail Outfitters wants to improve overall responsiveness to customers.

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

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

Answer: A

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 traveltimes 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 # 107

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