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Passing the Salesforce Certified Field Service Consultant (FS-Con-101) exam requires the ability to manage time effectively. In addition to the Salesforce FS-Con-101 exam study materials, practice is essential to prepare for and pass the Salesforce FS-Con-101 Exam on the first try. It is critical to do self-assessment and learn time management skills.

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## Salesforce Certified Field Service Consultant Sample Questions (Q18-Q23):

### NEW QUESTION # 18

Northern Trail Outfitters is implementing drip feed dispatching. When testing the new functionality, the drip does not dispatch appointments as expected. A consultant is engaged to troubleshoot the issue.

What is preventing the drip feed from triggering?

- A. Other scheduled jobs are dispatching appointments and exceeding the drip feed value.
- B. The appointment status is going from Scheduled to Completed.

- C. The default drip feed setting is overriding the drip feed rate on a service territory.
- D. The status on completed appointments can only be Canceled, Completed, or Cannot Complete.

**Answer: A**

Explanation:

Drip feed dispatching is a feature that allows dispatching service appointments gradually throughout the day based on a drip feed rate defined for each service territory or resource. If other scheduled jobs are dispatching appointments and exceeding the drip feed value, then the drip feed dispatching will not trigger as expected. The appointment status going from Scheduled to Completed or being Canceled, Completed, or Cannot Complete does not affect drip feed dispatching, as these are valid status transitions for dispatched appointments. The default drip feed setting does not override the drip feed rate on a service territory, but provides a fallback value if no rate is specified on the territory or resource level. 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_overview.htm&type=5) [https://help.salesforce.com/s/articleView?id=sf.fs\\_status\\_transitions.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_status_transitions.htm&type=5) [https://help.salesforce.com/s/articleView?id=sf.fs\\_drip\\_feed\\_dispatching\\_settings.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_drip_feed_dispatching_settings.htm&type=5)

### NEW QUESTION # 19

A technician reported that the travel time calculated between appointments is often too short because job delays throughout the day. Which setting should a consultant consider to improve travel time accuracy?

- A. Travel speed unit, actual travel time
- B. Minimum grade, default operating hour
- **C. Street level routing, Default travel speed**
- D. Estimated travel time, minimize travel

**Answer: C**

Explanation:

Street Level Routing is a feature that calculates travel time between service appointments based on actual road distance and traffic conditions [131]. Default Travel Speed is a setting that defines the average speed of resources when traveling between service appointments [132]. Using Street Level Routing and Default Travel Speed would allow improving travel time accuracy by taking into account real-time road conditions and resource speed. Minimum Grade, Default Operating Hour would not affect travel time accuracy. Minimum Grade is a setting that defines the minimum skill level required for resources to be matched with service appointments [133]. Default Operating Hour is a record that defines the default working hours for resources [134]. Estimated Travel Time, Minimize Travel would not affect travel time accuracy. Estimated Travel Time is a field on the service appointment object that shows the expected travel time for the assigned resource [135]. Minimize Travel is an optimization criterion that prioritizes reducing travel time when scheduling service appointments [136]. Travel Speed Unit, Actual Travel Time would not affect travel time accuracy. Travel Speed Unit is a setting that defines the unit of measurement for travel speed such as miles per hour or kilometers per hour [137]. Actual Travel Time is a field on the service appointment object that shows the actual travel time recorded by the resource [138]. References: [https://help.salesforce.com/s/articleView?id=sf.fs\\_street\\_level\\_routing\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_street_level_routing_overview.htm&type=5) [https://help.salesforce.com/s/articleView?id=sf.fs\\_default\\_travel\\_speed.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_default_travel_speed.htm&type=5) [https://help.salesforce.com/s/articleView?id=sf.fs\\_minimum\\_grade.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_minimum_grade.htm&type=5) [https://help.salesforce.com/s/articleView?id=sf.fs\\_default\\_operating\\_hours\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_default_operating_hours_overview.htm&type=5) [https://developer.salesforce.com/docs/atlas.en-us.api.meta/api/sforce\\_api\\_objects\\_serviceappointment\\_estimatedtraveltime.htm](https://developer.salesforce.com/docs/atlas.en-us.api.meta/api/sforce_api_objects_serviceappointment_estimatedtraveltime.htm) [https://help.salesforce.com/s/articleView?id=sf.fs\\_scheduling\\_policies\\_optimization\\_criteria.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_scheduling_policies_optimization_criteria.htm&type=5) [https://help.salesforce.com/s/articleView?id=sf.fs\\_travel\\_speed\\_unit.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_travel_speed_unit.htm&type=5) [https://developer.salesforce.com/docs/atlas.en-us.api.meta/api/sforce\\_api\\_objects\\_serviceappointment\\_actualtraveltime.htm](https://developer.salesforce.com/docs/atlas.en-us.api.meta/api/sforce_api_objects_serviceappointment_actualtraveltime.htm)

### NEW QUESTION # 20

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

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

**Answer: C**

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_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_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_emergency_scheduling_overview.htm&type=5) [https://help.salesforce.com/s/articleView?id=sf.fs\\_customer\\_first\\_scheduling\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_customer_first_scheduling_overview.htm&type=5)

### NEW QUESTION # 21

Universal Containers just started its Field Service Implementation and is configuring Service Territories and Locations. The Locations need to be associated to Territories.

In which two ways should the Consultant show this relationship?

Choose ? answers

- A. Create the Service Territory Location as a Service Territory lookup field.
- **B. Add the Service Territory Location Related List on the Service Territory page layout.**
- C. Create the Service Territory Location as a Location lookup field.
- **D. Add the Service Territory Location Related List on the Location page layout.**

**Answer: B,D**

Explanation:

Service Territory Location is a junction object that links Service Territory and Location objects[236]. Related Lists are components on page layouts that show records that are related to a record through a lookup or master- detail relationship[237]. Adding the Service Territory Location Related List on the Service Territory page layout and adding the Service Territory Location Related List on the Location page layout would allow Universal Containers to show how Locations are associated to Territories by displaying a list of Service Territory Locations on each record[238]. Creating the Service Territory Location as a Service Territory lookup field or creating the Service Territory Location as a Location lookup field would not work because they are not valid fields on either object. References: [https://developer.salesforce.com/docs/atlas.en-us.api.meta/api/sforce\\_api\\_objects\\_serviceterritorylocation.htm](https://developer.salesforce.com/docs/atlas.en-us.api.meta/api/sforce_api_objects_serviceterritorylocation.htm) [https://help.salesforce.com/s/articleView?id=sf\\_customize\\_related\\_lists.htm&type=5](https://help.salesforce.com/s/articleView?id=sf_customize_related_lists.htm&type=5) [https://help.salesforce.com/s/articleView?id=sf\\_fs\\_service\\_territory\\_locations\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf_fs_service_territory_locations_overview.htm&type=5)

### NEW QUESTION # 22

At Northern Trail Outfitters (NTO), agents are expected to complete a variety of tasks. They create cases and work orders, and need Read access to work types and work rules. They also book and manage appointments, assign mobile resources, and optimize their mobile workforce's schedule.

What is the best permission set(s) a consultant should recommend assigning to NTO agents?

- A. Dispatcher
- B. Agent and Resource
- **C. Agent**
- D. Mobile, Agent, and Resource

**Answer: C**

Explanation:

The Agent permission set gives access to create cases and work orders, view work types and work rules, book and manage appointments, assign mobile resources, and optimize schedules. References: <https://help>.



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