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>> FS-Con-101學習教材 <<

FS-Con-101問題トレーニング & FS-Con-101資格問題集

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Salesforce Certified Field Service Consultant 認定 FS-Con-101 試験問題 (Q12-Q17):

質問 # 12

Universal Containers wants to track the work that is performed on the customer's install base. Which object relationship should the Consultant utilize to meet this requirement?

- A. Products to Accounts
- **B. Work Orders to Assets**
- C. Assets to Products
- D. Work Orders to Products

正解： B

解説:

Assets are used to track the customer's install base, such as products or equipment that require service. Work orders are used to track the work that needs to be done on assets. By relating work orders to assets, the system can track the work history and status of each asset.

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

質問 # 13

Universal Containers requires trained inspectors to make three site visits per year to inspect containers at customer sites. These visits must be created 14 days before the next suggested inspection date.

What are two ways a Consultant can configure Maintenance Plans to meet the requirement?

Choose 2 answers

- A. Auto-generate Work Orders with a 14 day Generation Horizon.
- B. Associate 2 Work Type called Site Visit to a Maintenance Plan
- C. Associate a Required Skill called Site Visit to a Maintenance Plan.
- D. Auto-generate Work Orders with a 14 day Generation Timeframe.

正解: A、D

解説:

Maintenance Plans are records that define recurring work orders for preventive maintenance such as inspections or tune-ups[188]. Auto-generate Work Orders is a setting that enables or disables the automatic generation of work orders from maintenance plans[189]. Generation Timeframe is a setting that defines how often work orders should be generated from maintenance plans such as daily, weekly, or monthly[190].

Generation Horizon is a setting that defines how far in advance work orders should be generated from maintenance plans such as 7 days or 30 days[191]. Auto-generating Work Orders with a 14 day Generation Timeframe and a 14 day Generation Horizon would allow Universal Containers to automatically generate Work Orders 14 days before the next suggested maintenance date by creating work orders from maintenance plans every 14 days within 14 days of their scheduled date. Associating a Required Skill called Site Visit to a Maintenance Plan would not affect how far in advance work orders are generated from maintenance plans. Required Skills are fields on the maintenance plan object that indicate which skills are needed for performing preventive maintenance[192]. Associating a Work Type called Site Visit to a Maintenance Plan would not affect how far in advance work orders are generated from maintenance plans. Work Types are records that define the standard tasks and duration for a specific type of work[193]. References: https://help.salesforce.com/s/articleView?id=sf.fs_maintenance_plans_overview.htm&type=5

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

質問 # 14

Universal Container UC want to track the asset lifecycle when equipment has been swapped out. What should a consultant recommend to meet this requirement?

- A. Add the field history tracking related list to the assets page and configure the assetrelationships object
- B. Add the related asset related list to the asset page and configure the assetrelationships object
- C. Add the related asset related list to the asset page and configure the product request object
- D. Add the field history tracking related list to the asset page and configure the product request object

正解: B

解説:

The asset relationships object is used to track when equipment has been swapped out by creating parent-child relationships between assets. Adding the related asset related list to the asset page allows viewing and creating asset relationships from an asset record. Adding the field history tracking related list to the asset page would track field changes on an asset, but not asset relationships. Adding the product request related list to the asset page would allow requesting products from inventory for an asset, but not tracking asset relationships.

References: https://help.salesforce.com/s/articleView?id=sf.fs_asset_relationships_overview.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.fs_asset_relationships_create.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.tracking_field_history.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.fs_product_requests.htm&type=5

質問 # 15

Universal Containers wants to offer customers a Maintenance Plan that provides 12 monthly checkups. The customer will call to schedule each visit.

How should a Consultant configure the Maintenance Plan to meet this requirement?

- A. Set Frequency to 1 Month; Generation Timeframe of 12; check Auto-generate work orders.

- B. Set Frequency to 1 Month; Generation Timeframe of 12; uncheck Auto-generate work orders.
- C. Set Frequency to 1 Month; Generation Timeframe of 1; check Auto-generate work orders.
- D. Set Frequency to 1 Month; Generation Timeframe of 1; uncheck Auto-generate work orders.

正解: B

解説:

Frequency is a field on the Maintenance Plan object that defines how often work orders should be generated from maintenance plans such as daily, weekly, or monthly[228]. Generation Timeframe is a field on the Maintenance Plan object that defines how many work orders should be generated from maintenance plans at a time such as 1, 2, or 12[229]. Auto-generate work orders is a field on the Maintenance Plan object that enables or disables the automatic generation of work orders from maintenance plans[230]. Setting Frequency to 1 Month; Generation Timeframe of 12; uncheck Auto-generate work orders would allow Universal Containers to offer customers a Maintenance Plan that provides 12 monthly checkups where the customer will call to schedule each visit by creating maintenance plans that generate one work order per month for 12 months but do not generate them automatically until the customer calls[231]. Setting Frequency to 1 Month; Generation Timeframe of 1; check Auto-generate work orders would not allow Universal Containers to offer customers a Maintenance Plan that provides 12 monthly checkups where the customer will call to schedule each visit. It would create maintenance plans that generate one work order per month for one month and generate them automatically without waiting for customer calls. Setting Frequency to 1 Month; Generation Timeframe of 12; check Auto-generate work orders would not allow Universal Containers to offer customers a Maintenance Plan that provides 12 monthly checkups where the customer will call to schedule each visit. It would create maintenance plans that generate one work order per month for 12 months and generate them automatically without waiting for customer calls. Setting Frequency to 1 Month; Generation Timeframe of 1; uncheck Auto-generate work orders would not allow Universal Container

質問 # 16

Northern Trail Outfitters wants to improve overall responsiveness to customers.

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

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

正解: 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[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 travel time 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

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質問 # 17

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