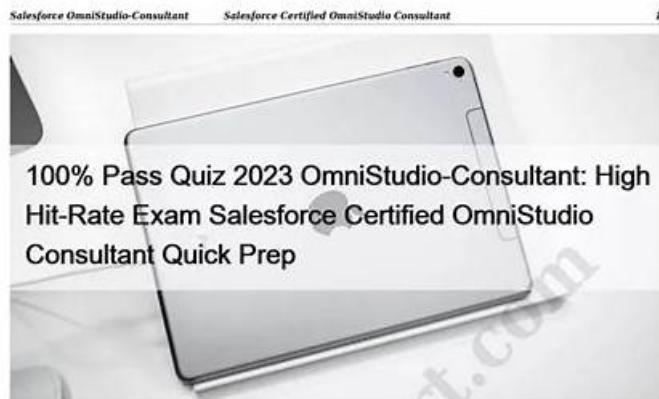


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## 100% Pass Salesforce - FS-Con-101 - High Pass-Rate Salesforce Certified Field Service Consultant Exam Dumps

If you want to improve your career prospects, obtaining Salesforce Certified Field Service Consultant, FS-Con-101 exam certificate is a great way for you. Salesforce Certified Field Service Consultant certificate will help you land a job in the industry. After passing

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## Salesforce Certified Field Service Consultant Sample Questions (Q68-Q73):

### NEW QUESTION # 68

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

### 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 # 69

Universal Containers occasionally needs to use two Technicians to complete a job, however the Technicians can be onsite at different times.

How should a Consultant implement this process?

- A. Create one Service Appointment and add two Required Resources.
- **B. Create two Service Appointments and assign two different Resources.**
- C. Create one Service Appointment and schedule two Resources.
- D. Create two Service Appointments and set the Early Start to the Start Time of the first Service Appointment.

### Answer: B

Explanation:

This option should be recommended to implement this process, as it allows scheduling two technicians to complete a job at different times by creating two separate service appointments and assigning them to different resources.

References:[https://help.salesforce.com/s/articleView?id=sf.fs\\_service\\_appointments.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_service_appointments.htm&type=5)

### NEW QUESTION # 70

UniversalContainers (UC) wants to deploy Knowledge to its field team,

How should UC ensure its Technicians can access Knowledge Articles offline?

- A. Create a custom mobile app that syncs articles based on Service Appointment assignments
- B. Use the Salesforce mobile app with deep linking to the Salesforce Field Service mobile app.
- C. Use Work Types to assign associated Articles to Work Orders.
- **D. Write a workflow that associates Articles to Work Orders based on a picklist on the Work Order.**

### Answer: D

Explanation:

Articles are records that contain information or instructions about products, services, or processes[168]. Work Orders are records that track customer requests for service such as repairs or maintenance[169]. Writing a workflow that associates Articles to Work Orders based on a picklist on the Work Order would allow Universal Containers to ensure its Technicians can access Knowledge

Articles offline by creating a workflow rule that triggers when a picklist value on the work order is selected and adds the relevant articles to the work order related list[170]. Using Work Types to assign associated Articles to Work Orders would not work because Work Types are records that define the standard tasks and duration for a specific type of work and do not have a direct relationship with articles[171]. Using the Salesforce mobile app with deep linking to the Salesforce Field Service mobile app would not work because deep linking is a feature that allows launching one app from another app and does not affect offline access[172]. Creating a custom mobile app that syncs articles based on Service Appointment assignments would not work because it would require additional development and maintenance and would not leverage the existing Salesforce Field Service mobile app features[173]. References: [https://help.salesforce.com/s/articleView?id=sf.knowledge\\_article\\_types.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.knowledge_article_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\\_types\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_work_types_overview.htm&type=5) [https://help.salesforce.com/s/articleView?id=sf.fs\\_mobile\\_deep\\_linking.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_mobile_deep_linking.htm&type=5) [https://help.salesforce.com/s/articleView?id=sf.fs\\_mobile\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_mobile_overview.htm&type=5)

## NEW QUESTION # 71

Universal Containers (UC) normally focuses on minimizing travel. Weather can cause situations that require expedited on-site service.

How should a Consultant recommend UC handle unplanned service during times of severe weather?

- A. Postpone all lower-priority jobs and extend Due Dates.
- B. **Configure an Emergency Policy and use the Emergency Wizard.**
- C. Configure a new Service Level for immediate assignment.
- D. Manually flag ServiceAppointments as "In Jeopardy" due to weather.

### Answer: B

Explanation:

This option allows handling unplanned service during times of severe weather by creating a policy that overrides the existing scheduling policy and using a wizard to reschedule service appointments based on the emergency policy.

References: [https://help.salesforce.com/s/articleView?id=sf.fs\\_emergency\\_wizard.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_emergency_wizard.htm&type=5)

## NEW QUESTION # 72

Service resources at Universal Containers (UC) frequently work in more than one service territory.

The current scheduling policy looks only at primary territory. While UC still wants the optimizer to use the service resource's primary territory when scheduling, UC also wants the scheduling policy to look at the resource's secondary service territories.

Which two scheduling policy changes should a Consultant recommend?

Choose 2 answers

- A. Deselect Working Location Enable Primary on the Working Territories Work Rule.
- B. **Include the Match Territory Work Rule.**
- C. **Select Working Location Enable Primary on the Working Territories Work Rule:**
- D. Remove the Match Territory Work Rule.

### Answer: B,C

Explanation:

Working Location Enable Primary is a setting on the Working Territories work rule that defines whether resources should be matched with service appointments based on their primary territory only or any territory they belong to[186]. Match Territory is a work rule that defines whether resources should be matched with service appointments based on their territories[187]. Selecting Working Location Enable Primary on the Working Territories Work Rule and including the Match Territory Work Rule would allow Universal Containers' scheduling policy to look at both primary and secondary service territories by enabling matching resources with service appointments based on any territory they belong to and prioritizing matching resources with service appointments based on their territories. Removing the Match Territory Work Rule would not allow Universal Containers' scheduling policy to look at both primary and secondary service territories because it would disable matching resources with service appointments based on their territories. Deselecting Working Location Enable Primary on the Working Territories Work Rule would not affect Universal Containers' scheduling policy because it is already deselected by default. References: [https://help.salesforce.com/s/articleView?id=sf.fs\\_scheduling\\_policies\\_work\\_rules\\_working\\_territories.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_scheduling_policies_work_rules_working_territories.htm&type=5) [https://help.salesforce.com/s/articleView?id=sf.fs\\_scheduling\\_policies\\_work\\_rules\\_match\\_territory.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_scheduling_policies_work_rules_match_territory.htm&type=5)

## NEW QUESTION # 73

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