



Salesforce

FS-Con-101 Exam

Salesforce Certified Field Service Consultant

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Question 1. (Single Select)

Universal Containers wants to ensure that Service Appointments are only assigned to Active Resources.

Which configuration should a Consultant recommend for the Scheduling Policy?

- A: Match Fields
- B: Preferred Resources
- C: Match Boolean
- D: Required Resources.

Correct Answer: C

Explanation:

Match Boolean is an optimization criterion that prioritizes matching service appointments with resources based on boolean fields such as certifications or preferences[139]. Using Match Boolean in the Scheduling Policy would allow Universal Containers to ensure that Service Appointments are only assigned to Active Resources by creating a boolean field on the service resource object such as Active Resource and setting it to true or false depending on their status. Match Fields is an optimization criterion that prioritizes matching service appointments with resources based on fields such as skills or territories[140]. Preferred Resources is an optimization criterion that prioritizes assigning service appointments to resources who have previously completed similar work orders or who are preferred by customers[141]. Required Resources is an optimization criterion that prioritizes assigning service appointments to resources who are explicitly required by customers or dispatchers[142]. https://help.salesforce.com/s/articleView?id=sf.fs_scheduling_policies_optimization_criteria_match_boolean.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.fs_scheduling_policies_optimization_criteria_match_fields.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.fs_scheduling_policies_optimization_criteria_preferred_resources.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.fs_scheduling_policies_optimization_criteria_required_resources.htm&type=5

Question 2. (Multi Select)

Org-Wide Default sharing is set to Private in a Salesforce org.

If the Field Service Lightning User Territory feature is enabled, which three objects will be visible to users who are part of the User Territory?

Choose 3 answers

A: Accounts

B: Service Resources

C: Work Orders

D: Resource Absences

E: Work Types

Correct Answer: B, C, D

Explanation:

Service Resources are records that represent the people or equipment that perform field service tasks[143]. Work Orders are records that track customer requests for service such as repairs or maintenance[144]. Resource Absences are records that mark resources as unavailable for work for specific time periods due to sickness, vacation, or other reasons[145]. If the Field Service Lightning User Territory feature is enabled, these three objects will be visible to users who are part of the User Territory by default[146]. Accounts are records that represent companies or individuals involved in business with an organization[147]. Work Types are records that define the standard tasks and duration for a specific type of work[148]. These two objects will not be visible to users who are part of the User Territory by default unless sharing rules are configured[149].

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Question 3. (Single Select)

Universal Containers plans to implement Crew Management to better support its clients.

Which area does the Consultant need to consider as part of the recommendation?

- A: The Preferred Resource service objective is ignored for active Crew Members.
- B: Capacity-based scheduling is supported for Service Crews.
- C: A service resource can only be 2 member of 2 single Crew
- D: Salesforce Field Service considers the Recommended Crew Size when assigning appointments.

Correct Answer: A

Explanation:

Crew Management is a feature that allows creating and managing crews of multiple service resources who share the same service appointments[163]. The Preferred Resource service objective is ignored for active Crew Members because it only applies to individual resources and not crews[164]. Capacity-based scheduling is not supported for Service Crews because crews do not have capacity limits and can be assigned unlimited service appointments[165]. A service resource can be a member of multiple crews and can switch between them depending on their availability and skills[166]. Salesforce Field Service does not consider the Recommended Crew Size when assigning appointments because it only considers the Required Crew Size which indicates the minimum number of crew members needed for a service appointment[167].
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Question 4. (Single Select)

Universal Containers (UC) wants to deploy Knowledge to its field team,

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

- A: Use Work Types to assign associated Articles to Work Orders.

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

Correct Answer: B

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].

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Question 5. (Single Select)

Universal Containers (UC) wants 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 Asset Page and configure the Product Request

object,

B: Add the Related Asset related list to the Asset Page and configure the Product Request object

C: Add the Related Asset related list to the Asset Page and configure the Asset Relationship object.

D: Add the field history tracking related list to the Asset Page and configure the Asset Relationship object.

Correct Answer: B

Explanation:

Assets are records that represent products or equipment that customers have purchased or installed[174]. Related Assets are records that track the relationships between assets such as parent-child or swap[175]. Product Requests are records that track the products or parts that are requested, transferred, or returned for a service appointment[176]. Adding the Related Asset related list to the Asset Page and configuring the Product Request object would allow Universal Containers to track the Asset lifecycle when equipment has been swapped out by creating related asset records for swapped assets and creating product request records for transferring or returning assets[177]. Adding the field history tracking related list to the Asset Page would not track the Asset lifecycle when equipment has been swapped out. Field history tracking is a feature that allows tracking changes to specific fields on an object over time[178]. Configuring the Asset Relationship object would not track the Asset lifecycle when equipment has been swapped out. Asset Relationship is an object that defines the types of relationships between assets such as parent-child or swap[179].

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