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**Exam** : **FS-Con-101**

**Title** : Salesforce Certified Field  
Service Consultant

**Vendor** : Salesforce

**Version** : DEMO

**NO.1** Universal Containers's Dispatchers want to visualize the planned travel route for a Technician during their shift.

Which feature should the Consultant recommend to meet the requirement?

- A. Service Appointment Reports
- B. Service Resource Dashboard
- C. Street-level Routing
- D. Aerial Routing

**Answer:** C

This option allows visualizing the planned travel route for a technician on a map, based on the street-level directions and traffic conditions. References: [https://help.salesforce.com/s/articleView?id=sf.fs\\_street\\_level\\_routing.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_street_level_routing.htm&type=5)

**NO.2** Optimization for the Midwest territory is set to automatically run each night for the next three days. The Dispatcher has noticed that the optimizer is leaving many Service Appointments unscheduled and has asked the Consultant to troubleshoot the issue. The Consultant notices that the Optimization Run Time per Service Appointment is set to Low in the Field Service Settings.

Which two conditions would make the Consultant consider setting the optimizer to High? Choose 2? answers

- A. Most service appointments have the same priority.
- B. The Scheduling Policy Used field is blank.
- C. The scheduling policy is producing too many candidates that qualify for each Service Appointment.
- D. The Calculate travel and breaks Field Service Setting is disabled for the Service Resource Availability work rule.

**Answer:** C,D

These two conditions would make the optimizer run slower and leave many Service Appointments unscheduled, as it would have to evaluate too many possible scenarios and combinations.

References:

[https://help.salesforce.com/s/articleView?id=sf.fs\\_optimizer\\_run\\_time.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_optimizer_run_time.htm&type=5)

**NO.3** Universal Containers has discovered that many of its Technicians' initial visits require a return visit to complete the work.

Which two approaches should a Consultant recommend to accurately track these visits?

Choose TWO answers

- A. Create a new Work Order and Service Appointment.
- B. Reschedule the Work Order for the new date.
- C. Reschedule the Service Appointment for the new date.
- D. Create a new Service Appointment on the original Work Order.

**Answer:** C,D

Creating a new Service Appointment on the original Work Order is the best option because it will allow Universal Containers to track the work that was done on the initial visit and the work that needs to be done on the return visit. Rescheduling the Service Appointment for the new date is also a good option because it will allow Universal Containers to track the date and time of the return visit. The other two options are not as good because they will not allow Universal Containers to track the work that was done on the initial visit. Creating a new Work Order and Service Appointment would

create a new record for the return visit, which would not be linked to the original Work Order. Rescheduling the Work Order for the new date would reschedule the entire Work Order, including the initial visit, which would not be accurate.

**NO.4** 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.** Each Asset will have a Service Appointment that will represent the work needed for each machine.
- B.** 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.
- 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 Service Appointments. Each Service Appointment will be linked to the Asset.

**Answer:** B

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](https://help.salesforce.com/s/articleView?id=sf.fs_work_order_line_items.htm&type=5)

**NO.5** AW Computing technicians use the field service mobile application exclusively since they are always in the field. Due to frequent schedule changes, the technician should only see one job at a time on the app.

How should the field service administrator ensure this requirement is met?

- A.** Instruct the dispatcher to only dispatch one work order to each technician at a time.
- B.** Set Send Appointment Notifications on Dispatch in the mobile settings to one.
- C.** Enable drip feed to dispatch one service appointment per technician at a time.
- D.** Set up auto dispatch to dispatch one work order for each technician at a time

**Answer:** C

Drip feed is a feature that automatically dispatches service appointments to resources based on predefined criteria and time intervals. By enabling drip feed, the system can dispatch one service appointment per technician at a time, and adjust their schedule accordingly.

References: [https://help.salesforce.com/s/articleView?id=sf.fsl\\_drip\\_feed.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fsl_drip_feed.htm&type=5)

**NO.6** A consultant has implemented user territories at Northern Trail Outfitters (NTO) in a private sharing model. A new Midwest Service Territory has been created.

Which two actions should NTO take to give the dispatcher access to all relevant Midwest records?

Choose 2 answers

- A.** Create a new user territory associated with the Service Territory and dispatcher.
- B.** Configure and run the User Territory Sharing Job in Field Service Settings.
- C.** Assign a new user territory and add each of the assigned service resources.
- D.** Add the resources assigned to the Service Territory's Member related list.

**Answer:** A,B

User Territories are records that associate users with service territories for sharing purposes[90]. Creating a new user territory associated with the Service Territory and dispatcher would allow giving access to all relevant Midwest records by linking them with their corresponding service territory[91]. Configuring and running the User Territory Sharing Jobin Field Service Settings would allow updating sharing rules based on user territories automatically at regular intervals such as daily or weekly[92]. Assigning a new user territory and adding each of the assigned service resources would not give access to all relevant Midwest records

**NO.7** Universal Containers tracks customer issues in its call center. Sometimes a Technician is required at the customer's location to resolve the issue.

Which sequence of steps should a Consultant recommend to dispatch the Technician?

- A.** Create Case, Create Service Appointment, Create Work Order, Dispatch Service Appointment.
- B.** Create Work Order, Create Case, Dispatch Work Order, Create ServiceAppointment.
- C.** Create Case, Create Work Order, Create Service Appointment, Dispatch Service Appointment.
- D.** Create Service Appointment, Create Work Order, Create Case, Dispatch Service Appointment.

**Answer:** C

This is the recommended sequence of steps to dispatch a technician for a customer issue. A case is created to track the customer issue, a work order is created to track the work that needs to be done, a service appointment is created to schedule the work, and a service appointment is dispatched to assign it to a technician.

References: [https://trailhead.salesforce.com/en/content/learn/modules/field\\_service\\_basics/field\\_service\\_work\\_orders](https://trailhead.salesforce.com/en/content/learn/modules/field_service_basics/field_service_work_orders)

**NO.8** Customer relationships and reliable service are the main focus this year at Ursa Major Solar. Management has asked that once a technician has serviced a customer, they continue to service that customer when possible.

What should the consultant recommend to meet this requirement?

- A.** Designate a Skill-based resource to the Work Order.
- B.** Assign a Preferred status Resource Preference to the Account.
- C.** Configure an account preference on the Service Resource record.
- D.** Include the Required Resource work type in Scheduling Policies.

**Answer:** B

This option should be recommended to meetthis requirement, as it allows specifying which service resources are preferred by customers or accounts when scheduling service appointments.

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

**NO.9** Northern Trail Outfitters wants to report on its Assets and reflect their attributes including hierarchical relationships.

How should the Consultant meet this requirement?

- A.** Use the Assets without Products report.
- B.** Use standard reports and reference the Parent Asset and Root Asset fields.
- C.** Create custom reports and reference the Parent Asset and Root Asset fields.
- D.** Enable and customize the View Asset Hierarchy action.

**Answer:** B

This option allows reporting on assets and their attributes, including hierarchical relationships, by using the standard asset reports and fields.

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

**NO.10** When completing a Work Order in the field, the Technician needs to capture two signatures to ensure compliance.

Which steps are needed to configure the signature capture?

- A. Create a Flow that adds two Signature Blocks when the Service Report is generated,
- B. Create relevant Signature Types and add Signature Blocks to the Service Report Template.
- C. Create two custom fields for the Service Appointment and use Flows to capture each signature.
- D. Create two Service Reports and add one Signature Block to each Report.

**Answer:** B

This option allows capturing multiple signatures on a service report by creating different signature types (such as customer approval or technician verification) and adding them to the service report template. References:

[https://help.salesforce.com/s/articleView?id=sf.fs\\_signature\\_types.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_signature_types.htm&type=5)

**NO.11** Universal Containers wants to track when Technicians need to visit a customer site multiple times to resolve an issue.

How should a Consultant configure this using a single Work Order?

- A. Create a new Service Appointment for each site visit.
- B. Create a new Child Work Order for each site visit.
- C. Create a new Product Consumed for each site visit.
- D. Create a new Work Order Line Item for each site visit.

**Answer:** A

Service Appointments are records that track the date, time, duration, and assigned resource for a work order or work order line item [117]. Creating a new Service Appointment for each site visit would allow Universal Containers to track when Technicians need to visit a customer site multiple times to resolve an issue by creating different service appointments for the same work order and capturing notes and status updates for each service appointment. Creating a new Child Work Order for each site visit would create unnecessary records and complexity. Child Work Orders are work orders that are related to another work order as part of a hierarchy [118]. Creating a new Product Consumed for each site visit would not track the site visits. Products Consumed are records that track the products or parts that are used or installed during a service appointment [119]. Creating a new Work Order Line Item for each site visit would not track the site visits. Work Order Line Items are records that track specific tasks or products related to a work order [120].

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)

[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\\_products\\_consumed\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_products_consumed_overview.htm&type=5)

[https://help.salesforce.com/s/articleView?id=sf.fs\\_work\\_order\\_line\\_items.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_work_order_line_items.htm&type=5)

[https://help.salesforce.com/s/articleView?id=sf.fs\\_work\\_order\\_line\\_items.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_work_order_line_items.htm&type=5)

**NO.12** The system administrator at Ursa Major Solar creates several custom actions on the Work Order object. Field technicians report that the actions are visible while using the Salesforce mobile app but not visible in the Field Service mobile app.

What are two reasons why the actions only display in the Salesforce mobile app?

Choose 2 answers

- A.** The action was added as part of the Salesforce mobile navigation settings options.
- B.** The actions were not added to the Classic Publisher Quick Actions section on the page layout.
- C.** The actions were not added to the Mobile and Lightning Actions section on the page layout.
- D.** The action type being utilized on the Work Order object is Lightning component.

**Answer:** B,C

To make custom actions visible in the Field Service mobile app, they need to be added to both the Classic Publisher Quick Actions section and the Mobile and Lightning Actions section on the page layout.

References: [https://help.salesforce.com/s/articleView?id=sf.fsl\\_mobile\\_actions.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fsl_mobile_actions.htm&type=5)

**NO.13** Universal Containers performs multi-staged jobs, where the second job can only begin after completion of the first job. How should a Consultant recommend implementing this process?

- A.** Create two Service Appointments, set the Related Service Appointment and Time Dependency.
- B.** Create one Service Appointment with the total duration of the two jobs and assign two Resources.
- C.** Create two Service Appointments and schedule them to the same Resource.
- D.** Create one Service Appointment and schedule it to two different Resources.

**Answer:** A

To perform multi-staged jobs, where the second job can only begin after completion of the first job, two service appointments can be created and linked by setting the Related Service Appointment field on the second service appointment to point to the first one, and setting the Time Dependency field to After Previous.

Creating one service appointment with the total duration of the two jobs and assigning two resources would not ensure that the second job starts after the first one. Creating two service appointments and scheduling them to the same resource or creating one service appointment and scheduling it to two different resources would not create a dependency between the jobs. 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)

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

**NO.14** Universal Containers wants Technicians to view work progress through the Work Order Line Item card in the Salesforce Field Service mobile app.

Which configuration steps should a Consultant take to meet this requirement?

- A.** Create a custom Visualforce page and add an external link in the Salesforce Field Service mobile app to view the page in the mobile browser.
- B.** Create a Report Chart that summarizes Work Order Line Items and add a link to the Service Appointment layout.
- C.** Add the Work Order Line Items related list to the Work Order page layout and assign the layout to the Technician's profile.
- D.** Create a custom Lightning Component that displays Work Order progress and deploy it to

Technicians through the Salesforce Field Service mobile app.

**Answer:** D

Lightning Components are reusable units of user interface that can be customized and embedded in different pages or apps[180]. Work Order Line Items are records that track specific tasks or products related to a work order[181]. Creating a custom Lightning Component that displays Work Order progress and deploying it to Technicians through the Salesforce Field Service mobile app would allow Universal Containers' Technicians to view work progress through the Work Order Line Item card in the Salesforce Field Service mobile app by creating a component that shows the status or completion percentage of work order line items and adding it to the work order line item card layout in the mobile app settings[182]. Creating a custom Visualforce page and adding an external link in the Salesforce Field Service mobile app to view the page in the mobile browser would not allow Technicians to view work progress through the Work Order Line Item card in the Salesforce Field Service mobile app. Visualforce pages are web pages that can display custom user interface using HTML, CSS, JavaScript, and Apex[183]. Creating a Report Chart that summarizes Work Order Line Items and adding a link to the Service Appointment layout would not allow Technicians to view work progress through the Work Order Line Item card in the Salesforce Field Service mobile app. Report Charts are visual representations of report data that can be added to different pages or layouts[184]. Adding the Work Order Line Items related list to the Work Order page layout and assigning the layout to the Technician's profile would not allow Technicians to view work progress through the Work Order Line Item card in the Salesforce Field Service mobile app. Related lists are lists of records that are directly related to another record and can be added to different page layouts[185]. References: <https://developer.salesforce.com/docs/component-library/overview/components> [https://help.salesforce.com/s/articleView?id=sf.fs\\_work\\_order\\_line\\_items.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_work_order_line_items.htm&type=5) [https://help.salesforce.com/s/articleView?id=sf.fs\\_mobile\\_custom\\_cards\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_mobile_custom_cards_overview.htm&type=5) [https://developer.salesforce.com/docs/atlas.en-us.pages.meta/pages/pages\\_intro\\_what\\_is\\_it.htm](https://developer.salesforce.com/docs/atlas.en-us.pages.meta/pages/pages_intro_what_is_it.htm) [https://help.salesforce.com/s/articleView?id=sf.reports\\_charts\\_adding\\_to\\_layouts.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.reports_charts_adding_to_layouts.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.customize_related_lists.htm&type=5)

**NO.15** Universal Containers (UC) has enabled Salesforce Field Service and installed the managed package. UC wants to ensure that Technicians can update their own appointments' status using the Dispatcher console Gantt chart.

Which steps should the Consultant take to meet these requirements?

- A.** Create Permission Sets and assign the Salesforce Field Service Scheduling and Mobile Permission Sets to the Resource profile.
- B.** Create Permission Sets and assign the Salesforce Field Service Admin PermissionSet to Service Resources.
- C.** Create Permission Sets and assign the Salesforce Field Service Mobile Permission Set to Service Resources.
- D.** Create Permission Sets and assign the Salesforce Field Service Resource Permission Set and Scheduling license to each Technician.

**Answer: D**

Permission Sets are records that grant users access to specific features or apps such as Salesforce Field Service

[214]. Scheduling licenses are records that grant users access to scheduling features such as Dispatcher Console or Optimization[215]. Creating Permission Sets and assigning the Salesforce Field Service Resource Permission Set and Scheduling license to each Technician would allow Universal Containers' Technicians to update their own appointments' status using the Dispatcher console Gantt chart by granting them access to Salesforce Field Service mobile app features such as updating status and granting them access to scheduling features such as viewing Gantt chart[216]. Creating Permission Sets and assigning the Salesforce Field Service Scheduling and Mobile Permission Sets to the Resource profile would not allow Technicians

**NO.16** Universal Containers sells products that are made up of serialized components. Technicians often need to work on a specific component.

How should a Consultant recommend tracking customer purchases so Work Orders can be assigned to a component?

- A.** Use Work Orders and define a hierarchy.
- B.** Use Products and Product Families.
- C.** Use Assets and define a hierarchy.
- D.** Use Orders and Order Products.

**Answer: C**

This option allows tracking customer purchases of serialized components as assets and defining parent-child relationships between them.

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