



Free Salesforce FS-Con-101 Practice Questions

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Question 1

Question Type: MultipleChoice

Universal Containers wants to dispatch emergency work identified throughout the day that needs to be completed

before lower-priority work.

What should the Consultant recommend to meet this requirement?

Options:

- A- Apply the Reshuffle action within the Gantt.
- B- Define a Global Optimization job to run hourly.
- C- Create a custom Gantt action to call an Apex class to reschedule appointments.
- D- Write a batch Apex class to unschedule low priority work orders.

Answer:

A

Explanation:

Reshuffle is an action within the Gantt that allows rescheduling multiple service appointments at once based on predefined criteria such as emergency priority, travel time, or skills[209]. Reshuffle would allow Universal Containers to dispatch emergency work identified throughout the day that needs to be completed before lower-priority work by running a reshuffle action that prioritizes emergency work and assigns it to the best available resources[210]. Defining a Global Optimization job to run hourly would not allow Universal Containers to dispatch emergency work identified throughout the day that needs to be completed before lower-priority work. Global Optimization is a feature that allows rescheduling multiple service appointments at once based on predefined criteria such as emergency priority, travel time, or skills[211]. Running a Global Optimization job hourly would not be responsive enough for emergency work identified throughout the day. Creating a custom Gantt action to call an Apex class to reschedule appointments would not be necessary for Universal Containers to dispatch emergency work identified throughout the day that needs to be completed before lower-priority work. Custom Gantt actions are actions within the Gantt that can be customized using Apex code to perform specific tasks such as sending notifications or updating fields[212]. Creating a custom Gantt action would require additional development and maintenance and would not leverage the existing Reshuffle action. Writing a batch Apex class to unschedule low priority work orders would not allow Universal Containers to dispatch emergency work identified throughout the day that needs to be completed before lower-priority work. Batch Apex is a way of processing large volumes of data asynchronously using Apex code[213]. Writing a batch Apex class would require additional development and maintenance and would not leverage the existing Reshuffle action. Reference:

https://help.salesforce.com/s/articleView?id=sf.fs_gantt_reshuffle_overview.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.fs_gantt_reshuffle_run.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.fs_optimization_global_overview.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.fs_gantt_custom_actions_overview.htm&type=5h
https://developer.salesforce.com/docs/atlas.en-us.apexcode.meta/apexcode/apex_batch_interface.htm

Question 2

Question Type: MultipleChoice

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?

Options:

- A- Create two Service Appointments and assign two different Resources.
- B- Create one Service Appointment and add two Required 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:

A

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.

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

Question 3

Question Type: MultipleChoice

universal containers wants to provide a view of emergency work that is only visible to dispatchers

What should the consultant do to meet the requirement?

Options:

- A- Custom gantt filter
- B- Custom lightning component
- C- Custom report in a private report folder
- D- Custom list view

Answer:

A

Explanation:

Custom gantt filters are filters that allow dispatchers to view service appointments based on specific criteria such as status, priority, or custom fields[67]. Creating a custom gantt filter would allow providing a view of emergency work that is only visible to dispatchers by setting up criteria such as status equals emergency and sharing the filter with dispatchers only[68].

Custom lightning component is a component that allows developers to create custom user interfaces using Lightning Web Components or Aura Components[69]. Creating a custom lightning component would require coding and would not leverage the existing gantt chart functionality. Custom report in a private report folder is a report that allows users to view data based on specific criteria such as objects, fields, filters, or charts[70]. Creating a custom report in a private report folder would not provide a view of emergency work on the gantt chart and would not allow dispatchers to schedule or reschedule service appointments. Custom list view is a list view that allows users to view records based on specific criteria such as filters, fields, or sorting[71]. Creating a custom list view would not provide a view of emergency work on the gantt chart and would not allow dispatchers to schedule or reschedule service appointments.

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

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

<https://developer.salesforce.com/docs/component-library/documentation/en/lwc>

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

Question 4

Question Type: MultipleChoice

Which three objects are associated to the Work Type? Select 3 answers

Options:

- A- Skill Requirements
- B- Resources
- C- Service Appointments
- D- Articles
- E- Products Required

Answer:

A, C, E

Explanation:

These three objects are associated to the work type, as they define the skills, products, and service appointments that are related to the type of work performed.

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

Question 5

Question Type: MultipleChoice

The service director at Ursa Major Solar would like to understand the effect that service objectives have on the assignment of service appointments to service resources.

Where can the director view service objective scores for potential appointment time slots?

Options:

- A- Bulk dispatch action
- B- Book appointment action
- C- Candidates action
- D- Dispatch console

Answer:

B

Explanation:

The book appointment action is used to schedule a service appointment based on service objectives and resource availability. The action displays a list of potential time slots with service objective scores for each slot. The higher the score, the better the slot meets the service objectives.

Question 6

Question Type: MultipleChoice

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

Options:

- 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

Explanation:

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 Job in 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

Question 7

Question Type: MultipleChoice

Universal Containers needs a team to perform periodic maintenance on the most complex products.

Which feature should the Consultant configure to meet this requirement?

Options:

- A- Required Resource
- B- Preferred Resource
- C- Service Crew
- D- Technicians with Required Skills

Answer:

C

Explanation:

This feature should be configured to meet this requirement, as it allows creating a group of service resources that can perform periodic maintenance on complex products together.

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

Question 8

Question Type: MultipleChoice

Time sheet entries can be associated to which two objects? Choose 2 answer

Options:

- A- Work order line item
- B- assigned resources
- C- Service resource
- D- Work order

Answer:

A, D

Explanation:

Time sheet entries are records that track the time spent by a service resource on a work order or a work order line item[28]. Time sheet entries can be associated to work order line items or work orders using lookup fields[29]. Assigned resources are records that assign a service resource to a service appointment[30]. Service resources are records that represent the people or equipment that perform field service tasks[31]. Time sheet entries cannot be associated to assigned resources or service resources directly. Reference:

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

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

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

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

Question 9

Question Type: MultipleChoice

At Universal Containers, the Service Territory member's time zone is one hour behind the Service Territory time zone.

How should the Consultant ensure proper scheduling and optimization for the member?

Options:

A- Add one hour to the start and end times on the Service Territory.

B- Change the time zone on the Service Territory Member's user record to match the Service Territory's time zone.

C- Add one hour to the start and end times on the Service Territory Member's Operating Hours.

D- Subtract one hour from the start and end times on the Service Territory.

Answer:

C

Explanation:

This option ensures that the service territory member's operating hours are aligned with the

service territory's time zone, and avoids scheduling conflicts or gaps.

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

Question 10

Question Type: MultipleChoice

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'

Options:

- 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

Explanation:

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]. Reference:

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

Question 11

Question Type: MultipleChoice

Universal container needs to verify that a repair job has been completed to the customer satisfaction before an invoice can be generated

Which two items should the consultant consider?

Select 2 answers



Options:

- A- Generate service in the organization's default language
- B- Send a feedback survey to the customer when a service appointment is completed
- C- Configure signature blocks for service report templates
- D- Add service reports templates to the appropriate repair work type

Answer:

C, D

Explanation:

Service reports are documents that summarize the details and outcomes of a service appointment such as work performed, products consumed, customer feedback, etc.[25]. Configuring signature blocks for service report templates allows capturing customer signatures as proof of job completion before generating invoices[26]. Adding service report templates to the appropriate repair work type allows automatically generating service reports based on the work type of the service appointment[27]. Generating service in the organization's default language would not verify that a repair job has been completed to the customer satisfaction. Sending a feedback survey to the customer when a service appointment is completed would not ensure that an invoice can be generated. Reference:

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

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

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

Question 12

Question Type: MultipleChoice

A Dispatcher notices that the Crew assigned to a Service Appointment is missing a skill for the work assigned.

How can the Dispatcher update the Service Crew to meet those requirements?

Options:

- A- Create a new ServiceAppointment with a different Crew.
- B- Edit the Service Appointment and add a new Service Resource.
- C- Update the Service Crew on the Service Appointment's Work Type.
- D- Use the Crew Management tool to add Service Resources to the Crew.

Answer:

D

Explanation:

This option allows updating the service crew to meet the skill requirements by adding service resources to the crew using a drag-and-drop interface.

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



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