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Question 1

Question Type: MultipleChoice

Universal Containers wants to assign Service Appointment based on the Polygon of the child service territory in the hierarchy.

How should a Consultant assign Service Appointments to the Polygon?

Options:

- A) Set the Polygon Assignment Policy to the Highest Level.
- B) Set the Territory Assignment Policy to the Highest Level.
- C) Set the Territory Assignment Policy to the Lowest Level.
- D) Set the Polygon Assignment Policy to the Lowest Level.

Answer:

C

Question 2

Question Type: MultipleChoice

AW Computing uses a private record access model in the sales, support, and field service organizations.

How should the system administrator ensure that the technicians have the appropriate access to the service appointments dispatched to them?

Options:

- A) Create a user territory for the technicians' primary and secondary territories.
- B) Create a process to change the owner of the service appointment to the assigned technician.
- B) Enable the sharing features in the Field Service settings in the Setup menu.
- D) Configure a sharing rule to share dispatched service appointments with the assigned resource.

Answer:

A

Question 3

Question Type: MultipleChoice

Service technicians at AW Computing use the Field Service mobile application when in the field. The technicians rely on Knowledge articles to assist them with completing assigned work.

How should the solution be configured to ensure technicians can access relevant Knowledge articles?

Options:

- A) Create a quick action on the work order to search the Knowledge base.
- B) Attach the relevant articles to the work order or work order line items.
- C) Update the Service Appointment page layout to include the Articles related list.
- D) Add the Knowledge Lightning component to the Field Service mobile app.

Answer:

B

Question 4

Question Type: MultipleChoice

The field service administrator at Ursa Major Solar updates the skills required on the most common work types to adapt to the increasing complexity of jobs. This change has led to many service appointments to be in violation. There is a global optimization job set up to run nightly that has been working correctly up until this point. The administrator needs to understand why the jobs are still scheduled to resources that lack the appropriate skill level.

What are two reasons appointments remain in violation and are not reassigned?

Choose 2 answers

Options:

- A) Global optimization doesn't reschedule appointments that have rule violations.
- B) The optimizer uses a scheduling policy different from what is used on the dispatch console.
- C) The territory of the resources was not included in the global optimization request.
- D) There are no service resources available with the required skill levels.

Answer:

B, C

Question 5

Question Type: MultipleChoice

How should a Consultant configure Salesforce Field Service to ensure agents and dispatchers can quickly create Work Orders with the appropriate materials?

Options:

- A) Create Work Types with Work Order Line Items.
- B) Create Work Types with Products Consumed.
- C) Create Work Types and Locations.
- D) Create Work Types with Products Required.

Answer:

D

Question 6

Question Type: MultipleChoice

A Technician at Universal Containers (UC) is responsible for servicing multiple Assets at a customer site during a single visit. UC wants to minimize impact for the customer and consolidate work for its Technician.

What should the Consultant recommend to meet this requirement?

Options:

- A) Create and schedule independent Work Orders for each Asset, each with a Service Appointment.
- B) Create and schedule a Service Appointment with a single Work Order with Work Order Line Items for each Asset.
- C) Create designated Time Slots to ensure appropriate time is held to accommodate these types of visits.
- D) Create a single Work Order with Work Order Line Items for each Asset, each with a Service Appointment.

Answer:

B

Question 7

Question Type: MultipleChoice

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

Which configuration should a Consultant recommend for the Scheduling Policy?

Options:

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

Answer:

C

Question 8

Question Type: MultipleChoice

Ursa Major Solar (UMS) has implemented Field Service using a private record access model. UMS has also set work types to automatically generate Service Appointments.

Which two sharing options are available for these Service Appointments?

Choose 2 answers

Options:

- A) A Service Appointment can be shared by clicking Sharing on the record.
- B) The Service Appointment's parent record can be shared with the assigned resource.
- C) Auto-generated scheduled Service Appointments will be shared with resources.
- D) Make the dispatcher the assigned resource on the Service Appointments.

Answer:

A, D

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