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Shared by Ryan on 12-12-2023

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Question 1

Question Type: MultipleChoice

Ursa Major Solar would like the technician who performed a customer's initial installation to also perform any subsequent service calls.

Which two actions should the field service administrator take to configure field service to ensure the installation technician is assigned to subsequent service calls?

Choose 2 answers

Options:

- A- Create a child work order for maintenance on the original installation work order.
- B- Add the preferred resource service objective to the scheduling policy.
- C- Add the technician as the required resource on the service appointment.
- D- Add the technician as a preferred resource on the account record.

Answer:

B, D

Explanation:

These are two actions that can help ensure that the technician who performed a customer's initial installation is also assigned to subsequent service calls. A preferred resource is a resource that has a preference or affinity for working with a specific account or service territory. A preferred resource service objective is a service objective that prioritizes resources that are preferred for an account or service territory. By adding the technician as a preferred resource on the account record, and adding the preferred resource service objective to the scheduling policy, the system can assign the technician to future service appointments for that account.

Question 2

Question Type: MultipleChoice

Which three factors should a Consultant consider when configuring routing? Choose 3 answers

Options:

- A-** Configure Schedule Policy by modifying Work Rules and Service Objectives.
- B-** Configure the Resource Availability Work Rule to calculate travel at the expense of the resource and breaks.

- C-** Default Travel Speed is used only if a different travel speed is null on the resource.
- D-** A straight line is used to compute the shortest distance between two locations if Street Level Routing is enabled.
- E-** Set Auto Schedule to True upon creation of the Service Appointment.

Answer:

A, B, C

Explanation:

These are three factors that should be considered when configuring routing. Routing is the process of finding the best resource for a service appointment based on various criteria and constraints. A schedule policy is used to define the routing preferences and rules for a service territory or operating hours. A work rule is used to define a scheduling constraint or preference for a service appointment or a resource. A service objective is used to define a scheduling goal or metric for a service appointment. The Resource Availability work rule is used to calculate travel time and breaks as part of the resource's availability. The Default Travel Speed is used to estimate the travel time between locations if a different travel speed is not specified for the resource.

Question 3

Question Type: MultipleChoice

The CFO for Universal Containers wants Work Orders to remain open until the Customer Service Report is signed.

Which two configurations should a Consultant implement to prevent Work Orders from being closed?

Choose 2 answers

Options:

- A- Custom Work Order Escalation Rules
- B- Custom Approval Process on Work Orders
- C- Custom Work Order Status
- D- Custom Validation Rule on Work Orders

Answer:

B, D

Explanation:

A custom approval process on work orders is used to define the steps and criteria for approving a work order before it can be closed. A custom validation rule on work orders is used to check the data entered on a work order and prevent it from being saved if it does not meet the specified conditions. By using these configurations, the system can prevent work orders from being closed until the customer service report is signed.

Question 4

Question Type: MultipleChoice

Which two reports should a Consultant build to track the number of parts used by a Technician during a given time period? Choose 2 answers

Options:

- A- Service Appointment inventory
- B- Products Consumed on Work Order Line Items
- C- Work Order inventory
- D- Products Consumed on Work Orders

Answer:

B, D

Explanation:

Products consumed on work order line items and products consumed on work orders are two reports that can track the number of parts used by a technician during a given time period. Products consumed on work order line items are used to track individual products or services that are part of a work order line item. Products consumed on work orders are used to track products or services that are consumed as part of a work order.

Question 5

Question Type: MultipleChoice

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?

Options:

- 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

Explanation:

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.

Question 6

Question Type: MultipleChoice

Universal Containers wants to reduce its mean-time-to-service.

Which three Field Service processes should a Consultant recommend to accomplish this goal? Choose 3 answers

Options:

- A- Scheduling
- B- Dispatching
- C- Customer Entitlements
- D- Adjust Scheduling Policy
- E- Knowledge Base

Answer:

A, B, E

Explanation:

Scheduling, dispatching, and knowledge base are three field service processes that can help reduce the mean-time-to-service. Scheduling is the process of assigning service appointments to resources based on their availability, skills, and location. Dispatching is the process of sending service appointments to resources and tracking their status and location. Knowledge base is a repository of articles that provide information and solutions for common issues and questions.

Question 7

Question Type: MultipleChoice

AW Computing technicians handle different kinds of jobs, many of which involve installing or replacing parts. Having the appropriate inventory is critical to completing the jobs on time.

How should field service be configured to ensure the parts required for a job are listed correctly on the work order?

Options:

- A- Ensure the product items are available in inventory.
- B- Include the required products in the work type.
- C- Add the product fields to the work order layout.
- D- Create a flow to add the products to the work order.

Answer:

C

Explanation:

A quick action is used to create a record from another record with predefined field values. By defining a quick action to create a new service appointment from an existing one, the technician can easily create an additional visit to complete unfinished work.

Work types are used to define the standard duration and skills required for a specific type of work. They can also include the required products that are needed for the work. By including the required products in the work type, the system can automatically add them to the work order when the work type is selected.

Question 8

Question Type: MultipleChoice

Universal Containers has dispatchers who can set up new territories, define new schedule policies, and control settings on the Gantt chart.

In addition to Field Service Lightning Dispatcher Permissions and the Field Service Lightning Dispatcher License, which permissions should a Consultant assign to the dispatchers?

Options:

- A- Field Service Lightning Mobile License
- B- Field Service Lightning Admin Permissions
- C- Field Service Lightning Scheduling License
- D- Field Service Lightning Standard Permissions

Answer:

B

Explanation:

Field Service Lightning Admin Permissions are required to set up new territories, define new schedule policies, and control settings on the Gantt chart. These permissions allow users to access and modify field service settings and objects.

Question 9

Question Type: MultipleChoice

Universal Containers wants to ensure that Service Appointments are dispatched to Resources from the same Service Territory only.

How can this be configured?

Options:

A- Include the Match Territory Work Rule in the Scheduling Policy.

- B-** Include the Resource Availability Work Rule in the Scheduling Policy.
- C-** Mark the Service Territory's Resources as Required on the Service Appointments.
- D-** Ensure the Resource's Address is in the same Territory as the Service Appointments.

Answer:

A

Explanation:

A work rule is used to define scheduling constraints and preferences for service appointments. The Match Territory work rule is used to ensure that service appointments are dispatched to resources from the same service territory only.

Question 10

Question Type: MultipleChoice

Universal Containers currently tracks its customers' entitlements to support utilizing Salesforce Service Cloud. Service calls that require a Technician to go to the customer's location require the creation of a Work Order. Once the Agent confirms that the customer and product are eligible for on-site support, a Work Order is manually created.

On which object should the Consultant define a Quick Action to create the Work Order?

Options:

A- Entitlement

B- Opportunity

C- Case

D- Contact

Answer:

C

Explanation:

A quick action is used to create a record from another record with predefined field values. By defining a quick action to create a work order from a case, the agent can easily create a work order for on-site support after verifying the customer's entitlement and product.

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