



Free Questions for FSL-201 by certscare

Shared by Garrett on 15-04-2024

For More Free Questions and Preparation Resources

Check the Links on Last Page

Question 1

Question Type: MultipleChoice

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?

Options:

- 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

Explanation:

This option allows tracking customer purchases of serialized components as assets and defining parent-child relationships between them. Reference: https://help.salesforce.com/s/articleView?id=sf.fs_asset_hierarchy.htm&type=5

Question 2

Question Type: MultipleChoice

Which Work Rule should a Salesforce Field Service Consultant use to assign Service Resources based on related object records?

Options:

- A- Resource Availability
- B- Extended Match
- C- Required Resource
- D- Match Field

Answer:

D

Explanation:

This work rule should be used to assign service resources based on related object records, such as accounts or assets, by matching field values between objects. Reference: https://help.salesforce.com/s/articleView?id=sf.fs_work_rules_match_field.htm&type=5

Question 3

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 4

Question Type: MultipleChoice

Technicians at Universal Containers use the Salesforce Field Service mobile app at customer sites. After completing work, the Technician updates the Service Appointment status to Complete and saves the record. Dispatchers see the appointment as Dispatched on the console instead of seeing the Complete status update.

Which two troubleshooting steps should a Consultant take to resolve the issue?

Choose 2 answers

Options:

- A- Investigate the Work Order lifecycle.
- B- Confirm the Technician's mobile device is online.
- C- Verify the Dispatcher ran the Service Appointment data job.
- D- Review Service Appointment automation.

Answer:

B, D

Explanation:

These two troubleshooting steps should be taken to resolve the issue, as they could explain why the service appointment status is not updated correctly on the console. Reference: https://help.salesforce.com/s/articleView?id=sf.fs_mobile_troubleshooting.htm&type=5

Question 5

Question Type: MultipleChoice

Northern Trail Outfitters wants to report on its Assets and reflect their attributes including hierarchical relationships.

How should the Consultant meet this requirement?

Options:

- 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

Explanation:

This option allows reporting on assets and their attributes, including hierarchical relationships, by using the standard asset reports and fields. Reference: https://help.salesforce.com/s/articleView?id=sf.fs_asset_hierarchy.htm&type=5

Question 6

Question Type: MultipleChoice

Which three objects are associated to the Work Type? Choose 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 7

Question Type: MultipleChoice

Universal Containers is implementing Work Order Management to better support its clients.

Which two approaches should the Consultant consider to create work skills for the Service Resources?

Choose TWO answers

Options:

- A-** Create the work skills using the FSL Lightning Web Component. Assign the skills to Service Resources. Add the skill to Work Types and Work Orders.
- B-** Create the work skills using the Guided Setup wizard. Assign the skills to Service Resources using Guided Setup.
- C-** Create the work skills using the FSL Lightning Managed Package wizard. Assign the skills to Service Resources. Add the skill to Work Types and Work Orders.
- D-** Create the work skills using Setup. Manually as Resources.

Answer:

B, D

Question 8

Question Type: MultipleChoice

Universal Containers wants to track the time a Service Resource spends on each step of more complex repair jobs. This time could include travel, prep and on-site time.

How could the Service Resource's Time Sheet be configured to track the total time spent on each step?

A, Relate the Time Sheet Entries to the Service Appointment.

Options:

- B-** Relate the Time Sheet to the Service Appointment.
- C-** Relate the Time Sheet to the Work Order Line Item.
- D-** Relate the Time Sheet Entries to the Work Order Line Item.

Answer:

D

Explanation:

This option allows tracking the time spent on each step of the work order line item and associating it with the time sheet entry record.

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

Question 9

Question Type: MultipleChoice

Universal Containers Technicians frequently need to request more parts from another inventory location when stock runs low.

How can Universal Container Technicians achieve this for each product requested?

Options:

A- Create a Shipment and a Product request line item.

- B-** Create a Product Consumed and a Product request line item.
- C-** Create a Product Request and a Product request line item.
- D-** Create a Work Order Line Item and a Product request line item.

Answer:

C

Explanation:

This option allows creating a record to request products from another inventory location and adding product request line items for each product requested. Reference: https://help.salesforce.com/s/articleView?id=sf.fs_product_requests_overview.htm&type=5

Question 10

Question Type: MultipleChoice

Universal Containers (UC) wants to schedule Work Orders only if Technicians have the necessary qualifications to complete the designated work.

In which two ways can UC achieve this?

Choose ? answers

Options:

- A- Leverage the Match Skills Work Rule when scheduling appointments.
- B- Leverage the Match Skills Scheduling Policy when scheduling appointments.
- C- Create Skills that relate to qualifications from Setup and assign them to a Service Resource.
- D- a Create Skills that relate to qualifications from the Skills tab and assign them to a Service Resource.

Answer:

A, D

Explanation:

These two options allow creating skills that represent qualifications and assigning them to service resources and work orders, and using a work rule to match skills when scheduling appointments. Reference:

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

Question 11

Question Type: MultipleChoice

Universal Containers needs to send Technicians into the field to service containers. It takes two Technicians with specialized skills to complete the work at the same time.

How should a Consultant implement this requirement?

Options:

- A-** Create a crew with two Technicians.
- B-** Create a work rule with two required skills.
- C-** Create a single Service Appointment.
- D-** Create two Service Crews.

Answer:

A

Explanation:

This option allows creating a service resource that represents a group of technicians who work together on the same service appointment. Reference: https://help.salesforce.com/s/articleView?id=sf.fs_crew_management.htm&type=5

To Get Premium Files for FSL-201 Visit

<https://www.p2pexams.com/products/fsl-201>

For More Free Questions Visit

<https://www.p2pexams.com/salesforce/pdf/fsl-201>

