

Free Questions for FSL-201 by dumpsheet

Shared by Simon on 29-01-2024

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Question 1

Question Type: MultipleChoice

Which object can be used to share Service Appointments with Service Resources in Salesforce Field Service?

Options:

- A- Service Territory
- B- Work Order
- C- User Territory
- D- Service Territory Member

Answer:

A

Explanation:

This object can be used to share service appointments with service resources in Salesforce Field Service by assigning service resources to service territories and assigning service appointments to the same service territories. Reference:

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

Question 2

Question Type: MultipleChoice

Universal Containers (UC) normally focuses on minimizing travel. Weather can cause situations that require expedited on-site service.

How should a Consultant recommend UC handle unplanned service during times of severe weather?

Options:

- A- Postpone all lower-priority jobs and extend Due Dates.
- B- Configure an Emergency Policy and use the Emergency Wizard.
- C- Manually flag Service Appointments as 'In Jeopardy' due to weather.
- D- Configure a new Service Level for immediate assignment.

Answer:

B

Explanation:

This option allows handling unplanned service during times of severe weather by creating a policy that overrides the existing scheduling policy and using a wizard to reschedule service appointments based on the emergency policy. Reference:

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

Question 3

Question Type: MultipleChoice

Each container consists of multiple parts that are tracked by Asset records. Universal Containers's customers usually wait until several parts need service before requesting a Technician come on-site to save money on service charges.

How should a Consultant configure Salesforce Field

Service to track the work performed?

Options:

A- Create a Work Type and Work Order for each Asset being serviced.

- B-** Create a Work Order and Work Order Line Item for each Asset being serviced.
- C-** Create a Work Order for all Assets being serviced and a Work Order Line Item for each Product Consumed.
- D-** Create a Work Type to automatically create relevant line items for each Asset.

Answer:

B

Explanation:

This option allows tracking the work performed for each asset separately and associating it with a work order and a service appointment.

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

Question 4

Question Type: MultipleChoice

Universal Containers wants to implement Service Level Agreements (SLA) for Work Orders.

Which three considerations should the Consultant take into account?

Choose 3 answers

Options:

- A-** An Entitlement Process must be applied to both Cases and Work Orders.
- B-** Milestones for Work Orders can be configured in Setup.
- C-** Milestones for Work Orders can be set up from the metadata API.
- D-** A new Entitlement Process requires selecting a single Entitlement Process Type.
- E-** A single Milestone can be added to both Case and Work Order Entitlement Processes.

Answer:

B, C, D

Explanation:

These three considerations should be taken into account when implementing service level agreements for work orders, as they affect how milestones are created and applied to work orders. Reference:

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

Question 5

Question Type: MultipleChoice

Technicians often need to generate a report in the customer's language.

Which configuration should the Consultant recommend to meet the requirement?

Options:

- A- Update the Language of the current User.
- B- Add the Service Report Language field to the Work Order Page Layout.
- C- Add the Language field to the Contact Page Layout.
- D- Update the Default Language of the Organization.

Answer:

B

Explanation:

This option allows generating a report in the customer's language by selecting the language from a picklist field on the work order record.

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

Question 6

Question Type: MultipleChoice

Northern Trail Outfitters (NTO) wants to track and report on individual tasks completed, including parts consumed and pricing details, as part of the Work Order completion process. NTO wants to schedule one or multiple tasks to different Technicians as needed.

How should the Consultant meet the requirement utilizing the standard Salesforce Field Service Data Model?

Options:

- A- Create Custom Object records, each with its own child Service Appointment.
- B- Create multiple Service Appointments, each with its own child task records.
- C- Create multiple Service Appointments, each with its own child Work Order Line Item.
- D- Create Work Order Line Items, each with its own child Service Appointment.

Answer:

D

Explanation:

This option allows tracking individual tasks completed as work order line items, including parts consumed and pricing details, and scheduling one or multiple tasks to different technicians as needed using service appointments. Reference: https://help.salesforce.com/s/articleView?id=sf.fs_work_order_line_items.htm&type=5

Question 7

Question Type: MultipleChoice

The Dispatcher at Universal Containers wants to schedule Service Appointments from the Dispatch Console while taking the Scheduling Policy into consideration.

Which three options are available to the Dispatcher? Choose 3 answers

Options:

- A-** Select a Service Appointment from the list and use the "Schedule" action.
- B-** Select a Service Appointment from the list, use the "Change Status" action and "Dispatch."

- C-** Select multiple Service Appointments from the list and bulk schedule them.
- D-** Select a Service Appointment from the list, use the "Candidates" action, and select the best time slot.
- E-** Select a Service Appointment from the list, use the "Edit" action and allocate the Resource.

Answer:

A, C, D

Explanation:

These three options are available to the dispatcher to schedule service appointments from the dispatch console while taking the scheduling policy into consideration. Reference:

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

Question 8

Question Type: MultipleChoice

Northern Trail Outfitters is adding Field Service Schedule Optimization to its Field Service implementation.

Which licensing will be required for the Field Service Schedule Optimization user?

Options:

- A- Resource License
- B- Salesforce License
- C- Dispatcher License
- D- Scheduling License

Answer:

B

Explanation:

This licensing will be required for the Field Service Schedule Optimization user, as it allows accessing Salesforce features and functionality such as optimization jobs and settings. Reference:

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

Question 9

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 Service Appointment 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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