



Free Questions for FSL-201 by certsdeals

Shared by Witt on 18-01-2024

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Question 1

Question Type: MultipleChoice

Universal Containers wants to make it easier for Managers to monitor Preventative Maintenance work orders using the Dispatcher Console.

Which two filtering options should managers use to find the appropriate work orders?

Choose ? answers

A, The Preventative Maintenance Gantt and filter the list to show only desired work orders

Options:

- B)** The Dispatcher Console Map and filter the list to show only desired service appointments
- C)** The Dispatcher Console Appointment list and filter the list to show only desired service appointments
- D)** The Dispatcher Work Order Polygon and filter the list to show only desired service appointments

Answer:

B, C

Question 2

Question Type: MultipleChoice

Universal Containers (UC) schedules jobs that require multiple steps when on-site. UC wants to add a new status to the existing status flow.

Which two configurations should the Consultant set up to meet this requirement?

Choose ? answers

Options:

- A) Add the Status Transitions to the Technicians' Profile.
- B) Add new Status to the Service Appointment.
- C) Add new status to Status Transitions.
- D) Add new Status to the Case.

Answer:

A, B

Question 3

Question Type: MultipleChoice

To prepare for an upgrade, a mobile technician creates a product request for three circuit boards to be sent from the main warehouse to the customer site. The completed job needs two of the boards. Which two Field Service tools should the technician use to return the unused circuit board to the warehouse?

Choose ? answers

A, Work Order

Options:

- B) Return Order
- c. Product Transfer
- D) Product Receipt

Answer:

B, D

Question 4

Question Type: MultipleChoice

Universal Containers has discovered that many of its Technicians' initial visits require a return visit to complete the work.

Which two approaches should a Consultant recommend to accurately track these visits?

Choose ? answers

A, Create a new Work Order and Service Appointment.

Options:

- B) Reschedule the Work Order for the new date.
- C) Reschedule the Service Appointment for the new date.
- D) Create a new Service Appointment on the original Work Order.

Answer:

C, D

Question 5

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 ? 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 6

Question Type: MultipleChoice

Northern Trail Outfitters wants a simple segmentation strategy for Identifying subscribers for their emails.

What solution should they use?

Options:

- A) List model and Groups in Single Send Journeys
- B) Relational data extensions with primary keys to match subscribers with their data
- C) Attribute group in Contact Builder for segmentation
- D) Data Extension Entry Source In Journey Builder with a filter

Answer:

A

Question 7

Question Type: MultipleChoice

Northern Trail Outfitters wants to control what content is available to certain users and business units. They also want to control what is allowed to be edited and ensure those edited are reviewed prior to being changed.

What should be implemented to achieve these goals'

Options:

- A) Edit the Content Permissions and Restrictions by Role setting for each user.
- B) Integrate an outside CMS with all these permissions built In.
- C) Build out an internal business governance and process to support this.
- D) Set up Approval Workflow and Share settings inside Marketing Cloud.

Answer:

D

Question 8

Question Type: MultipleChoice

A B2B customer notifies they have a large number of subscribers marked as 'Held'. During troubleshooting, they realize these were soft bounces from overwhelming the email servers of many of the small companies with which they do business.

What step(s) should the customer take to move those subscribers back to 'Active'?

Options:

- A) Extract subscribers who have a status of 'Held', then Import subscribers as 'Active'.
- B) Use a SQL query to change all subscribers with a status of 'Held' to 'Active' in All Subscribers.
- C) Subscribers with a status of 'Held' should be re-enabled by contacting support.
- D) Use Contact Builder to mass update all 'Held' subscribers to 'Active' status.

Answer:

A

Question 9

Question Type: MultipleChoice

A new Marketing Cloud (MC) customer wants to now implement a Salts Cloud instance to go along with their MC Instance. The MC instance has been live for a year now, where the primary key for records has been the Email Address.

Which two options would prevent the customer from duplicating records?

Choose 2 answers

Options:

- A) Upload CSV with Migrated Subscriber Keys to All Subscribers.
- B) Get existing records updated with new Keys sourced from Sales Cloud instance.
- C) Purge the current records and carry on with new keys sourced from Sales Cloud.
- D) Continue as normal, as Marketing Cloud contact Models will dedupe keys by Email Address.

Answer:

B, C

Question 10

Question Type: MultipleChoice

Northern Trail Outfitters wants to provide near real-time data in a 30-day welcome Journey.

Which data setup should they use for decision splits?

Options:

- A) Journey Data queried from main data extension
- B) Contact Data using Synchronized Data Sources
- C) Journey Data using CRM Report Import Activity to Salesforce Data Extension
- D) Contact Data Mapped through Salesforce Marketing Cloud Profile Attributes

Answer:

B

Question 11

Question Type: MultipleChoice

Northern Trail Outfitters is having their regional supplier conference and wants to allow attendees to request event-specific safety notifications, schedule or room changes, and surprise pop-up sessions.

Which solution should they use?

Options:

- A) Existing Email Event Notification Subscription
- B) CloudPages opt in to Event Journey
- C) Keyword opt in and SMS Messaging
- D) Smart Capture and Triggered email messaging

Answer:

C

Question 12

Question Type: MultipleChoice

Northern Trail Outfitters' account is configured with Multi-Org to leverage two Salesforce CRM accounts. In the Cloud Kicks business unit they want to disconnect the sandbox instance and connect the production instance.

What additional configuration changes could be made to avoid any disruption of functionality?

Options:

- A) Rename and delete sandbox synchronized data extensions before connecting.
- B) A Update query activities that reference the new synchronized data extensions.
- C) Manually remove existing user mappings, attribute mappings, and tracking subscriptions.
- D) Configure Multi-Org settings to account for two production instances in Setup.

Answer:

B

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