



Free Questions for FSL-201 by certscare

Shared by Briggs on 09-08-2024

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Question 1

Question Type: MultipleChoice

The Org-Wide Default sharing for a Service Appointment is set to Private.

If the Service Appointment is cancelled, which users will have visibility to the record?

Options:

- A- Owner of Service Appointment and members of User Territory
- B- Assigned Resources, Owner of Service Appointment and members of Service Territory
- C- Assigned Resources, Qwner of Service Appointment and members of User Territory
- D- Owner of Service Appointment and members of Service Territory

Answer:

B

Explanation:

This option reflects the sharing rules for Service Appointments, which grant access to the assigned resources, the owner of the record, and the members of the service territory associated with the record. Reference:
https://help.salesforce.com/s/articleView?id=sf.fs_sharing_rules.htm&type=5

Question 2

Question Type: MultipleChoice

A Dispatcher needs to reduce the backlog of Service Appointments in different territories and focus on individual customer service preferences.

Which Scheduling Policy should the Dispatcher use?

Options:

- A- Emergency
- B- High Intensity
- C- Soft Boundaries
- D- Customer First

Answer:

D

Explanation:

This scheduling policy prioritizes customer service preferences over other factors, such as travel time or resource availability. Reference: https://help.salesforce.com/s/articleView?id=sf.fs_scheduling_policies.htm&type=5

Question 3

Question Type: MultipleChoice

Universal Containers sells widgets with multiple components. Based on a problem reported by a customer, one or more of the components need to be replaced.

What should a Consultant recommend to accurately record the required work?

Options:

- A- Work Orders with Service Appointments
- B- Work Orders with Work Order Line Items
- C- Service Appointments and Service Appointment Line Items
- D- Work Orders with Products Consumed

Answer:

B

Explanation:

This option allows recording the required work for each component separately, and tracking the status and progress of each Work Order Line Item. Reference: https://help.salesforce.com/s/articleView?id=sf.fs_work_order_line_items.htm&type=5

Question 4

Question Type: MultipleChoice

Optimization for the Midwest territory is set to automatically run each night for the next three days. The Dispatcher has noticed that the optimizer is leaving many

Service Appointments unscheduled and has asked the Consultant to troubleshoot the issue. The Consultant notices that the Optimization Run Time per Service

Appointment is set to Low in the Field Service Settings.

Which two conditions would make the Consultant consider setting the optimizer to High? Choose 2? answers

Options:

- A- Most service appointments have the same priority.
- B- The Scheduling Policy Used field is blank.
- C- The scheduling policy is producing too many candidates that qualify for each Service Appointment.
- D- The Calculate travel and breaks Field Service Setting is disabled for the Service Resource Availability work rule.

Answer:

C, D

Explanation:

These two conditions would make the optimizer run slower and leave many Service Appointments unscheduled, as it would have to evaluate too many possible scenarios and combinations. Reference:

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

Question 5

Question Type: MultipleChoice

Universal Containers has customers who have previously negotiated pricing on some products.

Which Price Book structure should a Consultant recommend when considering the implications of pricing on Work Orders?

Options:

- A-** Create customer-specific Price Books and add all products as Price Book Entries.
- B-** Utilize a custom Global Price Book and add price-negotiated products as Price Book Entries.
- C-** Create customer-specific Price Books and add only price-negotiated products as Price Book Entries.
- D-** Utilize a custom Global Price Book and add all products as Price Book Entries.

Answer:

C

Explanation:

This option allows applying different prices for the same product based on the customer agreement, and avoids duplicating products that have standard prices. Reference: https://help.salesforce.com/s/articleView?id=sf.fs_price_books.htm&type=5

Question 6

Question Type: MultipleChoice

Universal Containers wants to limit their Technicians' view of Work Orders and Service Appointments in the Salesforce Field Service mobile app.

What should a Consultant recommend to control their Technicians' view?

Options:

- A- Page Layouts
- B- Mini-Page Layouts
- C- Field Sets
- D- Visualforce Pages

Answer:

C

Explanation:

Field Sets allow controlling which fields are displayed on the Work Order and Service Appointment cards in the Salesforce Field Service mobile app. Reference: https://help.salesforce.com/s/articleView?id=sf.fs_mobile_fields.htm&type=5

Question 7

Question Type: MultipleChoice

When completing a Work Order in the field, the Technician needs to capture two signatures to ensure compliance.

Which steps are needed to configure the signature capture?

Options:

- A-** Create a Flow that adds two Signature Blocks when the Service Report is generated,
- B-** Create relevant Signature Types and add Signature Blocks to the Service Report Template.

c. Create two custom fields for the Service Appointment and use Flows to capture each signature.

D- Create two Service Reports and add one Signature Block to each Report.

Answer:

B

Explanation:

This option allows capturing multiple signatures on a service report by creating different signature types (such as customer approval or technician verification) and adding them to the service report template. Reference:

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

Question 8

Question Type: MultipleChoice

At Northern Trail Outfitters (NTO), agents are expected to complete a variety of tasks. They create cases and work orders, and need Read access to work types and work rules. They also book and manage appointments, assign mobile resources, and optimize their mobile workforce's schedule.

What is the best permission set(s) a consultant should recommend assigning to NTO agents?

Options:

- A- Dispatcher
- B- Agent and Resource
- C- Agent
- D- Mobile, Agent, and Resource

Answer:

C

Explanation:

The Agent permission set gives access to create cases and work orders, view work types and work rules, book and manage appointments, assign mobile resources, and optimize schedules. Reference:
https://help.salesforce.com/s/articleView?id=sf.fs_permission_sets.htm&type=5

Question 9

Question Type: MultipleChoice

Which two scenarios are fully supported by Maintenance Plans?

Choose 2? answers

Options:

- A- Appointments on the first Tuesday of the month
- B- Site inspections during the first week of the 'year
- C- Quarterly sales visits to a customer
- D- Weekly recurring appointments at 8:00 AM

Answer:

A, D

Explanation:

These two scenarios are fully supported by Maintenance Plans, which allow creating recurring work orders and service appointments based on various criteria. Reference: https://help.salesforce.com/s/articleView?id=sf.fs_maintenance_plans_overview.htm&type=5

Question 10

Question Type: MultipleChoice

A customer wants to return a defective product instead of scheduling a Service Appointment.

How should this product be tracked in Salesforce Field Service?

Options:

- A- Create a Work Order and Work Order Line Item.
- B- Create a Return Order and Return Order Line Item.
- C- Create a Product Request and Product Request Line Item.
- D- Create a Return Order and relate it to the Product.

Answer:

B

Explanation:

This option allows tracking the return of a defective product and its replacement with a new one, if applicable. Reference: https://help.salesforce.com/s/articleView?id=sf.fs_return_orders_overview.htm&type=5

Question 11

Question Type: MultipleChoice

Universal Containers operates in a highly regulated industry. Technicians must conduct quarterly inspections for all customers in their region. Each inspection

should be completed within a single visit and include all installed assets on site.

Which two Maintenance Plan settings should the

Consultant recommend? Choose 2 answers

Options:

- A-** Service Appointment Generation Method = One Service Appointment per Work Order
- B-** Work Order Generation Method = One Work Order per Asset
- C-** Work Order Generation Method = One Work Order Line Item per Asset
- D-** Service Appointment Generation Method = One Service Appointment per Work Order Line Item

Answer:

A, C

Explanation:

These two settings ensure that each inspection is completed within a single visit and includes all installed assets on site. Reference: https://help.salesforce.com/s/articleView?id=sf.fs_maintenance_plans_overview.htm&type=5

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