



**Free Questions for FSL-201 by dumpshq**

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# Question 1

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**Question Type:** MultipleChoice

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One of Universal Containers's customers allows maintenance only between 12 PM -1:00 PM.

On which object should a Consultant set Operating Hours to meet this requirement?

## Options:

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- A- Service Territories
- B- Service Territory Members
- C- Service Appointments
- D- Accounts

## Answer:

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D

## Explanation:

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This option allows setting operating hours for accounts to specify when service can be performed for customers. Reference: [https://help.salesforce.com/s/articleView?id=sf.fs\\_operating\\_hours.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_operating_hours.htm&type=5)

## Question 2

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**Question Type:** MultipleChoice

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Each door lock that Universal Containers (UC) sells has a unique 20 digit code. The code represents the manufacturer, production run, and production number.

UC needs to track each lock. In addition to the installed locks, all Technicians carry five replacement units in their van stock,

How should UC track the van stock door locks?

### Options:

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- A-** Create a product item and enter the serial numbers in the related list.
- B-** Create a product item with all the serial numbers in the notes section.
- C-** Create a product item for each door lock utilizing standard fields.

**D-** Create a product item and enter the Technicians' lock quantity.

**Answer:**

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C

**Explanation:**

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This option allows tracking each door lock as a unique product item with its own serial number and inventory location. Reference: [https://help.salesforce.com/s/articleView?id=sf.fs\\_product\\_items.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_product_items.htm&type=5)

## Question 3

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**Question Type:** MultipleChoice

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Northern Trail Outfitters (NTO) asks its clients for feedback on every service visit. NTO wants to dispatch the appropriate Technicians based on customer feedback.

What are two ways the Consultant can meet this requirement?

Choose ? answers

### Options:

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- A- Configure and add excluded and required resource Work Rules to scheduling policies.
- B- Configure resource preferences on the Account or Work Order.
- C- Configure and add excluded and required resource business objectives to scheduling policies.
- D- Configure customer preferences on the Service Resource record.

### Answer:

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A, B

### Explanation:

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These two ways allow dispatching the appropriate technicians based on customer feedback, as they allow defining which resources are preferred or avoided by customers or accounts. Reference:

[https://help.salesforce.com/s/articleView?id=sf.fs\\_resource\\_preferences.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_resource_preferences.htm&type=5)

## Question 4

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**Question Type:** MultipleChoice

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Universal Containers's Technicians have 12 mandatory company holidays each calendar year. Technicians need to view all of their absence records at once. Which two applications should a Consultant recommend to meet this requirement? Choose 2 answers

### Options:

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- A- Salesforce browser-based application
- B- Salesforce Field Service mobile application
- C- Custom mobile application
- D- Salesforce mobile application

### Answer:

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A, B

### Explanation:

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These two applications allow viewing all of the absence records at once, as they support displaying related lists on objects such as service resources or service territories. Reference: [https://help.salesforce.com/s/articleView?id=sf.fs\\_absences\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_absences_overview.htm&type=5)

## Question 5

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**Question Type:** MultipleChoice

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Which two considerations impact the scheduled timeframe of Multi-day Work?

Choose 2? answers

### Options:

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- A- Assigned Resource
- B- Homebase Travel
- C- Resource Skill Level
- D- Break Duration

### Answer:

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A, D

### Explanation:

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These two considerations impact the scheduled timeframe of multi-day work, as they affect the availability and capacity of the resource assigned to the work. Reference: [https://help.salesforce.com/s/articleView?id=sf.fs\\_multi\\_day\\_work.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_multi_day_work.htm&type=5)

## Question 6

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**Question Type:** MultipleChoice

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Universal Containers (UC) wants to ensure that Technicians enter required information only once when completing Work Orders on the Salesforce Field Service

mobile app. The information entered by Technicians needs to also update the Service Appointment and the Case that are associated to the Work Order.

What should a Consultant leverage to ensure the right data is captured from the Salesforce Field Service mobile app?

### Options:

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- A-** Quick Actions that launch a Flow on Cases, Work Orders and Service Appointments with required fields.
- B-** Process Builder on Case to update the Service Appointment and Work Order.
- C-** oO Quick Action on the Work Order that launches a Flow to update the Work Order, Case, and Service Appointment.



**D-** Lightning Component with required fields to update the Case, Work Order and Service Appointment.

**Answer:**

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C

**Explanation:**

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This option allows capturing the required information on the work order and updating the related case and service appointment records using a flow. Reference: [https://help.salesforce.com/s/articleView?id=sf.fs\\_mobile\\_quick\\_actions.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_mobile_quick_actions.htm&type=5)

## Question 7

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**Question Type:** MultipleChoice

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Which two objects are required when configuring an optimization job? Choose 2? answers

**Options:**

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- A- Service Territory
- B- Scheduling Policy
- C- Work Type
- D- Polygons

**Answer:**

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A, B

**Explanation:**

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These two objects are required when configuring an optimization job, as they define the scope and the criteria for the optimization process. Reference: [https://help.salesforce.com/s/articleView?id=sf.fs\\_optimizer\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_optimizer_overview.htm&type=5)

## Question 8

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**Question Type:** MultipleChoice

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Universal Containers has a call center that responds to requests from customers and schedules time for Field Service Engineers (FSEs) to perform work on assets owned by the client. Call Center Agents are responsible for booking appointments.

Which permission set license should be assigned to the Call Center Agents?

**Options:**

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A- FSL Resource License

B- FSL Admin License

C- FSL Agent License

D- FSL Dispatcher License

**Answer:**

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C

**Explanation:**

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This option allows booking appointments, creating work orders, and viewing work types and work rules, which are the tasks that call center agents are responsible for. Reference: [https://help.salesforce.com/s/articleView?id=sf.fs\\_permission\\_sets.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_permission_sets.htm&type=5)

## Question 9

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**Question Type: MultipleChoice**

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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 TWO answers

A, Create a new Work Order and Service Appointment.

**Options:**

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- 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:**

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C, D

**Explanation:**

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Creating a new Service Appointment on the original Work Order is the best option because it will allow Universal Containers to track the work that was done on the initial visit and the work that needs to be done on the return visit. Rescheduling the Service Appointment for the new date is also a good option because it will allow Universal Containers to track the date and time of the return visit.

The other two options are not as good because they will not allow Universal Containers to track the work that was done on the initial visit. Creating a new Work Order and Service Appointment would create a new record for the return visit, which would not be linked to the original Work Order. Rescheduling the Work Order for the new date would reschedule the entire Work Order, including the initial visit, which would not be accurate.

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