

# DUMPS ARENA

## Salesforce - Implementing Field Service Lightning

Salesforce FSL-201

Version Demo

Total Demo Questions: 10

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**QUESTION NO: 1**

Universal Containers performs service which may require more than one task on a Work Order. A Consultant has recommended Work Order Line Items to manage the task(s). What should be considered as part of this solution to ensure tasks are dispatched?

- A. Work Order Line Items require a Case for the field technician to perform the work.
- B. All Work Order Line items inherit the required Skills for the associated Asset.
- C. Work Order Line Items require a Service Appointment for a field technician to perform the work.
- D. Scheduled Work Order Line Items have to be completed on a daily basis or rescheduled the end of day.

**ANSWER: C****QUESTION NO: 2**

A Client Service Representative (CSR) receives a call from a customer on Saturday. The CSR determines that the customer is covered, but the coverage is about to expire. Which two upsell activities should the CSR consider? Choose 2 answers.

- A. Open a Case and inform Customer of weekend service pricing.
- B. Open a Case and send email with new Service Offerings.
- C. Open a Case and a renewal Opportunity for the Sales team.
- D. Open a Case and create a Work Order for the Dispatch Team.

**ANSWER: A B****QUESTION NO: 3**

Universal Containers would like to enforce a 48-hour SLA to ensure that Technicians perform certain follow-up activities after they leave a customer site. The starting point of the SLA is when the Work Order Status is set to "Technician Wrap Up." The Technician is required to provide confirmation that wrap up is completed. Which three configurations should a Consultant implement to ensure this can be achieved? Choose 3 answers

- A. Create an Entitlement Process which has entry criteria for Status = Technician Wrap Up.
- B. Create a Milestone which has entry criteria for Status = Technician Wrap Up.
- C. Create custom fields to capture that the Wrap UP Activities have been completed.

- D. Create a Workflow to close the Milestone when the Wrap Up is complete.
- E. Create a Process Builder to close the Milestone when the Wrap Up is complete.

**ANSWER: B C D**

#### **QUESTION NO: 4**

Universal Containers provides multiple service types (i.e, Installation, Maintenance, Break/Fix, etc). Each Service requires a variety of skills and certifications in order for a resource to excel. Which two configurations should a Consultant implement to meet this requirement? Choose 2 answers

- A. Create Multiple Work Orders Line Items per service.
- B. Select the relevant Work Types for each Resource.
- C. Assign the appropriate Skills to Resources.
- D. Use Work Types with required Skills.

**ANSWER: C D**

#### **QUESTION NO: 5**

Universal Containers (UC) wants to better understand their service business and Field Service Technician terms' schedules. A Consultant suggested UC start to forecast and plan. Which two abilities does forecasting and planning provide?

- A. Proactively adjust Service Contracts.
- B. More accurately assign Work Orders based on skills.
- C. Proactively adjust to address demand fluctuations.
- D. More consistently meet customer response times.

**ANSWER: B C**

#### **QUESTION NO: 6**

Universal Containers is receiving increased complaints about incomplete Work Orders. What option should a Consultant recommend to improve this situation?

- A. Send an email CSAT survey.
- B. Implement Validation Rules and Signature Capture.
- C. Change the Scheduling Rules.
- D. Decrease Resource Rant Score.

**ANSWER: B**

#### **QUESTION NO: 7**

The Dispatcher at Universal Containers would like to schedule Service Appointments from the Dispatcher's Console while taking the Scheduling Policy into consideration. Which three options are available to the Dispatcher? Choose 3 answers

- A. Select a Service Appointment from the list, press the "Edit" action and allocate the Resource.
- B. Select a Service Appointment from the list and press the "Schedule" action.
- C. Select multiple Service Appointments from the list and bulk schedule them.
- D. Select a Service Appointment from the list, press the "Candidates" action, and select the best time slot.
- E. Select a Service Appointment from the list, press the "Change Status" action and "Dispatch."

**ANSWER: B C E**

#### **QUESTION NO: 8**

Universal Containers has Role-based Technicians and Managers who handle Service Appointments. Many times, Technicians arrive on-site but are unable to gain access to the customer's equipment. In this scenario, only the Manager has permission to cancel the Service Appointment. How should a Consultant recommend adhering to this business process?

- A. Assign Permission Sets that allow Status Transitions.
- B. Allow Status Transitions based on Role.
- C. Limit Status Transitions based on Profile.
- D. Configure Status Transitions based on Resource Type.

**ANSWER: C**

#### **QUESTION NO: 9**

Universal Containers wants to provide Dispatchers with Account and Asset details when they hover over each Service Appointment. How should a Consultant recommend implementing this feature?

- A. Create CSS in the Dispatcher's Console.
- B. Add Fields on the Page Layout.
- C. Use Lookup Fields.
- D. Configure Field Sets on the Service Appointment.

**ANSWER: D**

#### **QUESTION NO: 10**

Often, Technicians earn certifications that must be renewed periodically to ensure their skills remain up-to-date. How can these certifications be manager on the Resource?

- A. Add the Resource Skill and track certification using reminder.
- B. Add the Resource Skill and create Absence once expired.
- C. Add the Resource Skill as Time Phased.
- D. Add the Resource Skill and remove from the Service Territory once expired.

**ANSWER: C**