

## SalesForce FSL-201 Exam

### Volume: 105 Questions

#### Question: 1

Universal Containers wants to equip their field technicians with access to helpful information when they are in the field. What solution should a Consultant recommend to satisfy this requirement?

- A. Attachments on Cases.
- B. Knowledge Base on Cases.
- C. Custom Links on Work Orders.
- D. Knowledge Base on Work Orders.

Answer: D

#### Question: 2

Universal Containers is deploying Field Service Lightning in Europe, where pricing varies by country. What Price Book structure is recommended?

- A. Utilize a standard Price Book specific to each country.
- B. Utilize the standard Price Book with pricing rules applied.
- C. Utilize a custom Price Book specific to each country.

Answer: C

#### Question: 3

Approximately 70% of Universal Containers' site visits are inspections and quotation sessions that take roughly the same amount of time and same set of resource skills to complete. What should a Consultant recommend to streamline the creation of these work orders?

- A. Train Technicians to use Duplicate Work Order feature.
- B. Launch the Work Order Standardization Wizard.
- C. Create a standard set of Work Order Line Items.

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D. Create Work Types for use on Work Orders

Answer: D

Question: 4

Universal Containers wants to have more control over the geography in which their Technicians are performing work. What capability should a Consultant enable?

A. Service Territories

B. Geotracking

C. Territory Management

D. Location Management

Answer: A

Question: 5

Universal Containers needs to implement a way to track all internal and external work associated with an inbound contact center request. How should a Consultant recommend tracking the work?

A. Parent/Child Work Orders

B. Cases Only

C. Cases and Work Orders

D. Work Orders only

Answer: A

Question: 6

Universal Containers provides 24/7 service support to its customers. However, their Field Service Technicians have specified working hours. Which two items should the Consultant create? Choose 2 answers.

A. Create operating hours for the Service Appointment.

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- B. Create operating hours for the Service Resource.
- C. Create operating hours for the Optimization Engine.
- D. Create operating hours for the Service Territory.

Answer: B,D

Question: 7

Universal Containers has a large field service team with complex logistics process. Some of the field service data and pricing is managed in applications outside of Salesforce. The Consultant recommended bringing some data into Salesforce to streamline reporting for Field Service Managers. What report would be improved by integrating financial data from an outside system?

- A. First time fix rate: The percentage of on-site service requests resolved on the first visit.
- B. Service Technician utilization: Technician wrench time per month divided by the number of work hours in a given month.
- C. Average time to repair: The average time required to repair or install as asset.
- D. Truck roll cost per customer: The need to dispatch a Service Technician to go on-site to repair or install an asset or respond to a service call.

Answer: B

Question: 8

A Universal Containers' (UC) Technician is completing a service appointment, but is unable to finish one of the tasks defined on the Work Order Line Items because of insufficient Inventory. Assuming UC is using the standard Work Order and Line Item status picklist values, how should the work be recorded?

- A. Mark all completed Work Order Line Items as "Completed." Mark the incomplete Work Order Line Item as "Cannot Complete" and enter details in the Description field. Mark the parent Work Order as "Cannot Complete".
- B. Mark all Work Order Line Items as "Cannot complete," including the incomplete Work Order Line Item; mark the parent Work Order as "In Progress."
- C. Mark all completed Work Order Line Items as "Completed." Mark the incomplete Work Order Line Item as "Cannot Complete" and enter details in the Description field. Mark the parent Work

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Order as “ Closed”

D. Mark all completed Work Order Line Items as “Completed.” Mark the incomplete Work Order Line Item as “Cannot Complete,” and enter details in the Description field. Mark the parent Work Order as “ Cancelled.”

Answer: A

Question: 9

Containers wants to offer their Field Technicians a more limited view of Work Orders and Service Appointments in the Field Service mobile app compared to their Dispatchers. What should a Consultant recommend so the Field Technician sees only the necessary fields?

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

Answer: A

Question: 10

Universal Containers’ DSO (Days Sales Outstanding) is at an all-time high, and they are evaluating way to shorten the collection time. What will help reduce DSO?

- A. Require Technicians log all non-billable hours.
- B. Require customer signature on billable Work Orders
- C. Require approval on all Installations.
- D. Require Technicians sign-off on Work Orders.

Answer: D

Question: 11

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

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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: 12

Universal Containers wants to invoice its Customer for the parts used when performing repairs on installed Assets. What should a Consultant recommend to track the price of the parts consumed?

- A. Use Opportunity Line Items and Price Books to track the price.
- B. Use Products and Price Books to track the price.
- C. Use Assets and Products to track the price.
- D. Use a custom object to model the Work Order pricing and price.

Answer: C

Question: 13

Universal Containers wants the ability for their Field Technicians to log sales opportunities associated with their Work Orders. What configuration should a Consultant implement so Field Technicians can easily achieve this through the Field Service Mobile app?

- A. Quick Action on Opportunity to Create Work Order
- B. Quick Action on Work Order Line Items to Create Opportunity
- C. Quick Action on Work Order to Create Opportunity