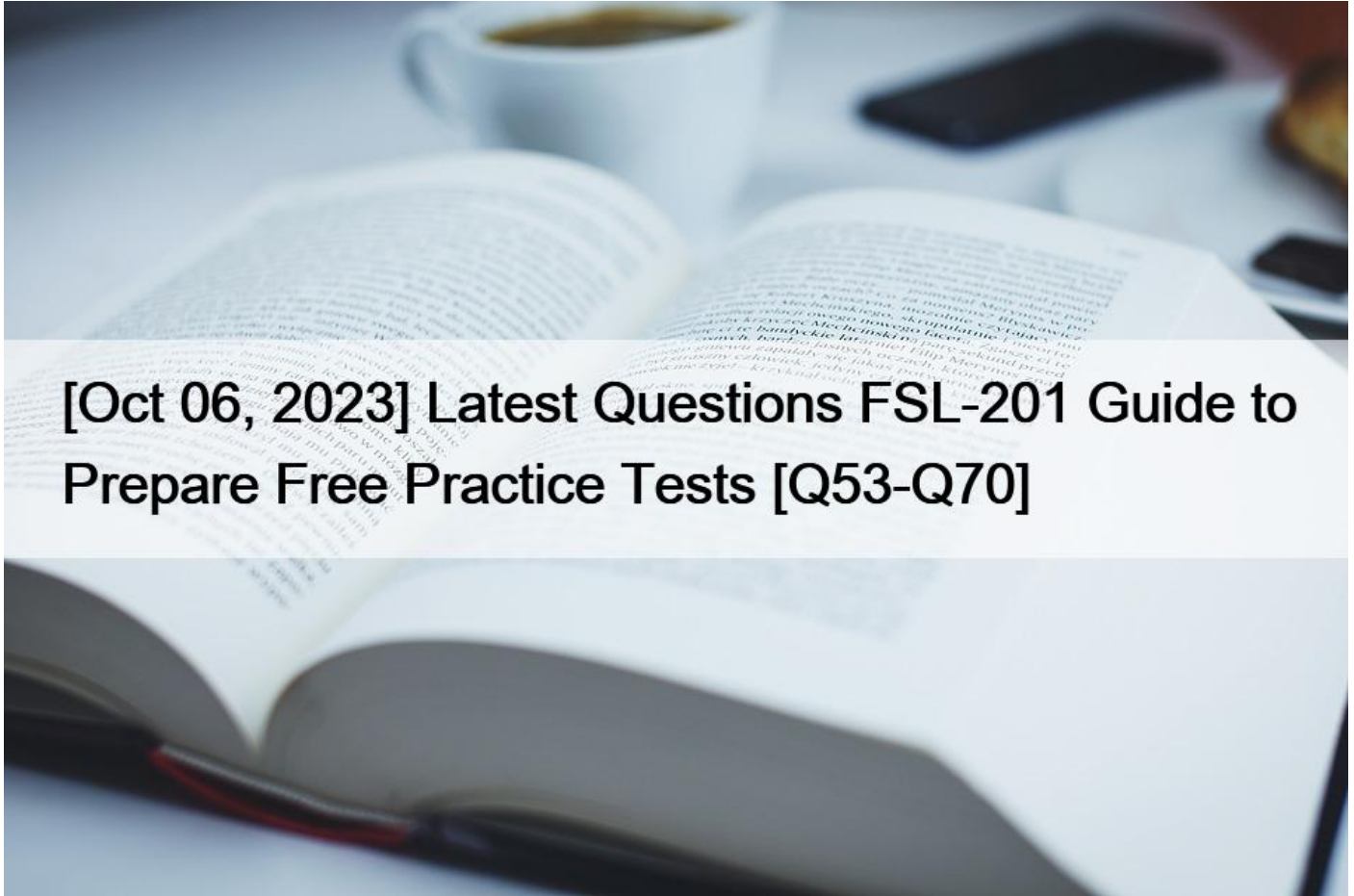


## [Oct 06, 2023 Latest Questions FSL-201 Guide to Prepare Free Practice Tests [Q53-Q70]



### [Oct 06, 2023 Latest Questions FSL-201 Guide to Prepare Free Practice Tests Reliable FSL-201 Dumps Questions Available as Web-Based Practice Test Engine

Salesforce FSL-201 certification exam is intended for professionals who are responsible for implementing and managing FSL in organizations. FSL-201 exam is designed to test a candidate's knowledge of FSL features, functionality, and best practices for implementing and managing the solution. FSL-201 exam is intended for professionals who have experience with Salesforce and are familiar with its capabilities and features.

#### QUESTION 53

Northern Trail Outfitters (NTO) imports a file daily into Marketing Cloud of customers who have bought a tent from their website that day. They want to set up a month-long welcome Journey which sends emails specific to the purchase such as the type of tent, the available accessories for the tent, and care of the tent at different points throughout the Journey. NTO also recognizes that due to their competitive prices, they have had customers purchase more than one tent within a month.

What type of data should be used in the Decision Splits in their Journey to make sure the choices reflect the correct tent?

- \* Journey Data
- \* Entry Data
- \* Contact Data
- \* Salesforce Data

#### QUESTION 54

Universal Containers wants to ensure that inventory needed for repair jobs is tracked and managed so Technicians have the material for their jobs.

Which two ways should a Consultant recommend tracking these inventory requirements in Salesforce? (Choose two.)

- \* Products Required for Work Orders
- \* Products Required for Service Appointments
- \* Products Required for Work Order Line Items
- \* Products Required for Service Resources

#### QUESTION 55

Universal Containers utilizes two contractors, Contractor 1 and Contractor 2, to perform repair work, Contractor 1 has provided service longer for Universal Containers and is considered to have more repair work expertise than Contractor 2. How should a Consultant configure this expertise for Contractor 1 versus Contractor 2?

- \* Assign Contractor 2 as an excluded Resource.
- \* Assign Contractor 1 and 2 different capacities for repair work.
- \* Assign Contractor 1 as a Preferred Resource.
- \* Assign Contractor 1 and 2 different Skill Levels for repair Work Type.

#### QUESTION 56

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?

- \* Create a Flow that adds two Signature Blocks when the Service Report is generated,
  - \* 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.
- \* Create two Service Reports and add one Signature Block to each Report.

#### QUESTION 57

Universal Containers (UC) provides services to multiple machines installed at customer sites. Each machine has different issues that need to be fixed. UC wants to track progress, different parts used, and time spent on each machine when dispatching a Technician.

How should the Consultant meet these requirements?

- \* Work Orders will have multiple Service Appointments. Each Service Appointment will be linked to the Asset.
- \* Each Asset will have a Service Appointment that will represent the work needed for each machine.
- \* Each Account will have a Service Appointment that will represent the work to be done at the customer site.
- \* Work Orders will have multiple Work Order Line Items. Each Work Order Line Item will be linked to the Asset and have a Service Appointment.

### QUESTION 58

Universal Containers uses a complex service model that involves scheduling multiple Service Technicians for each customer interaction (e.g., an install). How can a Consultant ensure that a Service Technician enters the data necessary to track completed work?

- \* Update the Case Feed and tag the associated Service Representative.
- \* Update the Work Order Line Item and its associated parent Asset.
- \* Update the Service Appointment and its associated parent record.
- \* Update the Work Order and its associated parent Account.

### QUESTION 59

Northern Trail Outfitters (NTO) wants to automatically dispatch a Technician's next two Service Appointments after the Technician completes their current Service Appointment. NTO wants to be consistent across all of the Service Territories and control the number of Service Appointments that are pushed to the Technician.

What automated processing should the Consultant configure upon Work Order completion to dispatch the next two Appointments?

- \* Create an Apex Trigger.
- \* Build a Workflow Rule.
- \* Enable Drip feed Dispatch.
- \* Configure an Auto Dispatch Scheduled Job.

### QUESTION 60

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 ? answers

- \* Salesforce browser-based application
- \* Salesforce Field Service mobile application
- \* Custom mobile application
- \* Salesforce mobile application

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 61

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

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

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 62

Universal Containers wants to help their dispatchers determine the length of time a Work Order should last. What should the Consultant implement to help achieve this goal?

- \* Work Types with an Estimated Duration.
- \* Operating Hours for Customer Accounts.
- \* Work Orders with Operating Hours.
- \* Work Types with Service Level Agreement.

### QUESTION 63

Universal Containers wants ensure that inventory needed for repair jobs is tracked and managed so Technicians have the material for their jobs. Which two ways should a Consultant recommend tracking these inventory requirements in Salesforce? Choose 2 answers

- \* Products Required for Service Resources
- \* Products Required for Service Appointments
- \* Products Required for Work Order Line Items
- \* Products Required for Work Orders

### QUESTION 64

Universal Containers wants to reduce field service-related costs by cutting overtime pay and fuel expenses for internal employees when scheduling all Service Appointments.

Which two customizations should the Consultant recommend to meet this requirement?

Choose 2 answers

- \* Create a new Scheduling Policy that includes Service Objectives in this order: Minimize Overtime, Minimize Travel, Preferred Service Resource, Skill Level, Resource Priority, ASAP.
- \* Select the new policy as the Scheduling Policy for the Scheduled Optimization Job.
- \* Create a custom Quick Action for Booking Appointments and Candidates that use the new Scheduling Policy.
- \* Create a new Scheduling Policy that includes Service Objectives in this order: ASAP, Resource Priority, Skill Level, Preferred Service Resource, Minimize Travel, Minimize Overtime.

### QUESTION 65

An extreme weather situation impacts both the volume of work and number of available resources at universal container Which approach should a consultant recommend to realign available resources with?

open work?

- \* Resource Schedule optimization
- \* Global optimization
- \* Emergency scheduling
- \* Customer first scheduling

Global optimization is a process that reschedules all service appointments within a specified time frame based on predefined criteria such as travel time or priority. It can be used when an extreme weather situation impacts both the volume of work and number of available resources at Universal Containers. Resource Schedule optimization is a process that reschedules service appointments assigned to a specific resource based on predefined criteria such as travel time or priority. It would not address the impact on other resources or unassigned service appointments. Emergency scheduling is a process that assigns emergency service appointments to available resources based on predefined criteria such as travel time or priority. It would not address the impact on existing service

appointments or non-emergency service appointments. Customer first scheduling is a process that assigns service appointments based on customer preferences such as preferred time slots or preferred resources. It would not address the impact on resource availability or service level agreements. Reference:

[https://help.salesforce.com/s/articleView?id=sf.fs\\_global\\_optimization\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_global_optimization_overview.htm&type=5)

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[https://help.salesforce.com/s/articleView?id=sf.fs\\_emergency\\_scheduling\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_emergency_scheduling_overview.htm&type=5)

[https://help.salesforce.com/s/articleView?id=sf.fs\\_customer\\_first\\_scheduling\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_customer_first_scheduling_overview.htm&type=5)

### QUESTION 66

An employee at Universal Containers performs the role of a Dispatcher and a Technician.

How should a Consultant configure Salesforce Field Service to support this behavior?

- \* Create one Service Resource and assign the relevant Permission Set Licenses. pee
- \* Create two Service Resources and assign them to the employee. &
- \* Create one Service Resource and assign the Technician and Dispatcher role.
- \* Create two Skills records and assign them to the Service Resource record.

### QUESTION 67

universal containers have 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?

- \* FSL dispatcher license
- \* FSL agent license
- \* FSL admin license
- \* FSL resource license

### QUESTION 68

Northern Trail Outfitters wants to automate a weekly SMS message to be sent to anyone who has a birthday that week. They have created the Outbound Message in MobileConnect and have a Filtered List created for every contact who provided birth date information.

Which activities would Marketing Cloud use to automate this campaign?

- \* Refresh Mobile Filtered List and Outbound Send
- \* Import Mobile Contacts and Outbound Send
- \* Refresh Mobile Filtered List and Send SMS
- \* Import Mobile Contacts and Send SMS

### QUESTION 69

A service technician at Ursa Major Solar handles yearly maintenance checks. The job usually lasts 2 to 3 hours. Due to the lack of customer availability, many appointments are cancelled or need to be rescheduled at the last minute.

Which two features would be most helpful in aiding the dispatcher with updated schedules for technicians?

Choose 2 answers

- \* Reshuffle

- \* Group Nearby
- \* Resource Schedule Optimization
- \* In-day Optimization

Reshuffle allows the dispatcher to automatically reschedule service appointments for a specific date range based on the current schedule and optimization rules<sup>1</sup>. In-day Optimization allows the dispatcher to optimize the schedule for a specific resource or territory based on real-time events such as cancellations or delays<sup>2</sup>. Reference: 1

[https://help.salesforce.com/s/articleView?id=sf.fs\\_reshuffle.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_reshuffle.htm&type=5) 2

[https://help.salesforce.com/s/articleView?id=sf.fs\\_in\\_day\\_optimization.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_in_day_optimization.htm&type=5)

## QUESTION 70

Northern Trail Outfitters (NTO) wants to track and report on individual tasks completed, including parts consumed and pricing details, as part of the Work Order completion process. NTO wants to schedule one or multiple tasks to different Technicians as needed.

How should the Consultant meet the requirement utilizing

the standard Salesforce Field Service Data Model?

- \* Create Custom Object records, each with its own child Service Appointment.
- \* Create multiple Service Appointments, each with its own child task records.
- \* Create multiple Service Appointments, each with its own child Work Order Line Item.
- \* Create Work Order Line Items, each with its own child Service Appointment.

Salesforce FSL-201 certification exam covers a broad range of topics related to FSL, including scheduling, dispatching, work order management, and mobile workforce management. FSL-201 exam also covers topics such as service contracts, entitlements, and asset management. In addition, the exam covers best practices for configuring and customizing FSL to meet the unique needs of different organizations.

## How to study the FSL-201 Exam

There are two main types of resources for preparation of certification exams first there are the study guides and the books that are detailed and suitable for building knowledge from ground up then there are video tutorial and lectures that can somehow ease the pain of through study and are comparatively less boring for some candidates yet these demand time and concentration from the learner. Smart Candidates who want to build a solid foundation in all exam topics and related technologies usually combine video lectures with study guides to reap the benefits of both but there is one crucial preparation tool as often overlooked by most candidates the practice exams. Practice exams are built to make students comfortable with the real exam environment. Statistics have shown that most students fail not due to that preparation but due to exam anxiety the fear of the unknown. Test4Engine expert team recommends you to prepare some notes on these topics along with it don't forget to practice **Salesforce FSL-201 exam dumps** which been written by our expert team, Both these will help you a lot to clear this exam with good marks.

**Correct and Up-to-date Salesforce FSL-201 BrainDumps:** [https://www.test4engine.com/FSL-201\\_exam-latest-braindumps.html](https://www.test4engine.com/FSL-201_exam-latest-braindumps.html)]