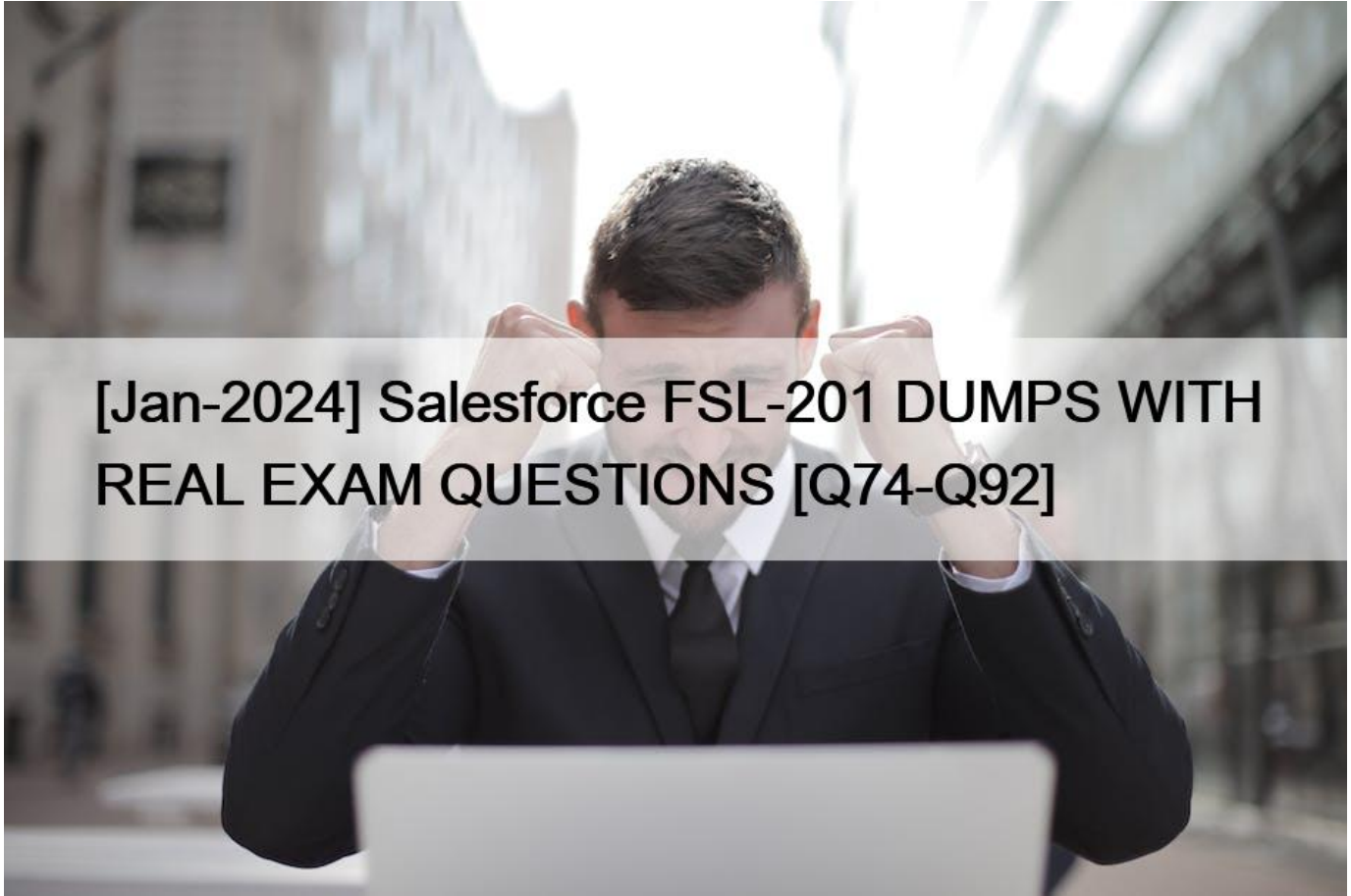


## [Jan-2024 Salesforce FSL-201 DUMPS WITH REAL EXAM QUESTIONS [Q74-Q92]



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### Certification Path

Salesforce Administrator Certification and Salesforce Service Cloud Consultant Certification can act as a prerequisite for this exam.

### Who should take the FSL-201 exam

Salesforce Certified Field Service Lightning Consultant certification is an internationally-recognized validation that identifies persons who earn it as possessing skilled as a Salesforce Certified Field Service Lightning Consultant. If a candidate wants significant improvement in career growth needs enhanced knowledge, skills, and talents. The Salesforce FSL-201 Exam provides proof of this advanced knowledge and skill. If a candidate has knowledge of associated technologies and skills that are required to pass the Salesforce FSL-201 Exam then he should take this exam.

**NO.74** To prepare for an upgrade, a mobile technician creates a product request for three circuit boards to be sent from the main warehouse to the customer site. The completed job needs two of the boards. Which two Field Service tools should the technician use to return the unused circuit board to the warehouse?

Choose ? answers

- \* Work Order
- \* Return Order
- \* Product Transfer
- \* Product Receipt

**NO.75** The director of customer service at Northern Trail Outfitters (NTO) wants to capture and trend specific business events that occur in Salesforce in real time. The metrics will be accessed in an ad-hoc manner using an external analytics system. The events that are of interest are:

A customer has initiated a product exchange via a Case A customer service rep clicks on the **Authorize Exchange Product** menu item on the Case A customer has initiated a subscription cancellation via a Case A customer service rep clicks on the **Initiate Refund** menu item on the Case Which two solutions will meet these business requirements?

Choose 2 answers

- \* Case after insert Trigger that executes a callout.
- \* Case Workflow Rule that sends an Outbound Message.
- \* Case after insert Trigger that publishes a Platform Event.
- \* Custom Apex controller that publishes a Platform Event.

**NO.76** Org-Wide Default sharing is set to Private in a Salesforce org.

If the Field Service Lightning User Territory feature is enabled, which three objects will be visible to users who are part of the User Territory?

Choose 3 answers

- \* Accounts
- \* Service Resources
- \* Work Orders
- \* Resource Absences
- \* Work Types

**NO.77** Over 70% of Universal Containers sales are made by Field Technicians during on-site, customer visits. Many times, after selling a product, they will install the product as part of the current body of work. How should a Consultant recommend accomplishing this in the Field Service mobile app?

- \* Create a New Task linked to the Contact and assign to a Sales Rep.
- \* Add a **Create Opportunity** Quick Action to the Work Order Line Item.
- \* Create a custom Visualforce page to create a new Opportunity.
- \* Add an **Upsell** Quick Action to the Account that creates a new Work Order

**NO.78** Northern Trail Outfitters wants to report on its Assets and reflect their attributes including hierarchical relationships.

How should the Consultant meet this requirement?

- \* Use the Assets without Products report.
- \* Use standard reports and reference the Parent Asset and Root Asset fields.
- \* Create custom reports and reference the Parent Asset and Root Asset fields.
- \* Enable and customize the View Asset Hierarchy action.

This option allows reporting on assets and their attributes, including hierarchical relationships, by using the standard asset reports and fields. Reference: [https://help.salesforce.com/s/articleView?id=sf.fs\\_asset\\_hierarchy.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_asset_hierarchy.htm&type=5)

**NO.79** 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.

**NO.80** An employee at universal container performs the role of a dispatcher and a technician How should a consultant configure the field service lightning to support this behavior?

- \* Create one service resource and assign the relevant permission set license
- \* Create two skills records and assign them to service resources record
- \* Create two service resource and assign them to the employee
- \* Create one service resource and assign the technician and dispatcher role

Service Resources are records that represent the people or equipment that perform field service tasks[53]. Permission Set Licenses are licenses that grant users access to specific features such as Field Service Dispatcher Console or Field Service Mobile App[54]. Creating one service resource and assigning the relevant permission set license would allow an employee at Universal Containers to perform both dispatcher and technician roles using one record and one license. Creating two skills records and assigning them to service resources record would not affect their roles or access to features. Skills are records that define specific abilities or qualifications that service resources have[55]. Creating two service resources and assigning them to the employee would create duplicate records and require two licenses for one employee. Creating one service resource and assigning the technician and dispatcher role would not work because roles are not fields on the service resource object. Reference:

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

[https://help.salesforce.com/s/articleView?id=sf.fs\\_permission\\_set\\_licenses\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_permission_set_licenses_overview.htm&type=5)

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

**NO.81** business requires automating the check and update of the phone number type classification (mobile vs. landline) for all in-coming calls delivered to their phone sales agents. The following conditions exist:

1. At peak, their call center can receive up to 100,000 calls per day.
2. The phone number type classification is a service provided by an external service API.
3. Business is flexible with timing and frequency to check and update the records (throughout the night or every 6-12 hours is sufficient).

A Remote-Call-In pattern and/or Batch Synchronization (Replication via ETL: System -> Salesforce) are determined to work with a middleware hosted on custom premise.

In order to implement these patterns and mechanisms, which component should an integration architect recommend?

- \* ConnectedApp configured in Salesforce to authenticate the middleware.
- \* IoConfigure Remote Site Settings in Salesforce to authenticate the middleware.
- \* An API Gateway that authenticates requests from Salesforce into the Middleware(ETL/ESB).
- \* Firewall and reverse proxy are required to protect internal APIs and resource being exposed.

**NO.82** Universal Containers is a global financial company that sells financial products and services.

There is a daily scheduled Batch Apex job that generates invoice from a given set of orders.

UC requested building a resilient integration for this batch apex job in case the invoice generation fails.

What should an integration architect recommend to fulfill the requirement?

- \* Build Batch Retry & Error Handling in the Batch Apex Job itself.
- \* Batch Retry & Error Handling report to monitor the error handling.
- \* Build Batch Retry & Error Handling using BatchApexErrorEvent.
- \* Build Batch Retry & Error Handling in the middleware.

**NO.83** Universal Containers wants to track when Technicians need to visit a customer site multiple times to resolve an issue.

How should a Consultant configure this using a single Work Order?

- \* Create a new Service Appointment for each site visit.
- \* Create a new Child Work Order for each site visit.
- \* Create a new Product Consumed for each site visit.
- \* Create a new Work Order Line Item for each site visit.

Service Appointments are records that track the date, time, duration, and assigned resource for a work order or work order line item[117]. Creating a new Service Appointment for each site visit would allow Universal Containers to track when Technicians need to visit a customer site multiple times to resolve an issue by creating different service appointments for the same work order and capturing notes and status updates for each service appointment. Creating a new Child Work Order for each site visit would create unnecessary records and complexity. Child Work Orders are work orders that are related to another work order as part of a hierarchy[118]. Creating a new Product Consumed for each site visit would not track the site visits. Products Consumed are records that track the products or parts that are used or installed during a service appointment[119]. Creating a new Work Order Line Item for each site visit would not track the site visits. Work Order Line Items are records that track specific tasks or products related to a work order[120]. Reference: [https://help.salesforce.com/s/articleView?id=sf.fs\\_service\\_appointments.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_service_appointments.htm&type=5)  
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**NO.84** Which object can be used to share Service Appointments with Service Resources in Salesforce Field Service?

- \* Service Territory
- \* Work Order
- \* User Territory
- \* Service Territory Member

**NO.85** Universal Containers (UC) Technicians use the iOS Salesforce Field Service mobile app to track Service Appointments. UC requires some customers to sign their Service Reports when work is completed. The majority of UC customers receive a Service Report without signature capture.

How should a Consultant configure Salesforce Field Service to support customer signatures?

- \* Build a Flow on the Service Appointment record.
- \* Install an AppExchange eSignature solution.
- \* Generate a Service Report with a Signature Type.
- \* Supply each Service Technician with a portable printer.

**NO.86** Northern Trail Outfitters needs to present shipping costs and estimated delivery times to their customers. Shipping services used vary by region, and have similar but distinct service request parameters.

Which integration component capability should be used?

- \* Enterprise Service Bus to determine which shipping service to use, and transform requests to the necessary format.

- \* Outbound Messaging to request costs and delivery times from Shipper delivery services with automated error retry.
- \* APEX REST Service to implement routing logic to the various shipping service.
- \* Enterprise Service Bus user interface to collect shipper-specific form data.

**NO.87** Universal Containers has negotiated two key SLAS: 1) initial response and 2) overall resolution of issues related to installed products. What combination of Salesforce features should a Consultant recommend to support this use case?

- \* Assets and Entitlements.
- \* Assets and Service Contracts.
- \* Accounts and Service Contracts.
- \* Accounts and Assets

**NO.88** Universal Containers Technicians frequently need to request more parts from another inventory location when stock runs low.

How can Universal Container Technicians achieve this for each product requested?

- \* Create a Shipment and a Product request line item.
- \* Create a Product Consumed and a Product request line item.
- \* Create a Product Request and a Product request line item.
- \* Create a Work Order Line Item and a Product request line item.

This option allows creating a record to request products from another inventory location and adding product request line items for each product requested. Reference: [https://help.salesforce.com/s/articleView?id=sf.fs\\_product\\_requests\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_product_requests_overview.htm&type=5)

**NO.89** Universal Containers (UC) has enabled Salesforce Field

Service and installed the managed package. UC wants to

ensure that Technicians can update their own

appointments and status using the Dispatcher console Gantt

chart.

Which steps should the Consultant take to meet these

requirements?

- \* Create Permission Sets and assign the Salesforce Field Service Scheduling and Mobile Permission Sets to the Resource profile.
- \* Create Permission Sets and assign the Salesforce Field Service Admin Permission Set to Service Resources.
- \* Create Permission Sets and assign the Salesforce Field Service Mobile Permission Set to Service Resources.
- \* Create Permission Sets and assign the Salesforce Field Service Resource Permission Set and Scheduling license to each Technician.

Permission Sets are records that grant users access to specific features or apps such as Salesforce Field Service[214]. Scheduling licenses are records that grant users access to scheduling features such as Dispatcher Console or Optimization[215]. Creating Permission Sets and assigning the Salesforce Field Service Resource Permission Set and Scheduling license to each Technician would allow Universal Containers Technicians to update their own appointments and status using the Dispatcher console Gantt chart by granting them access to Salesforce Field Service mobile app features such as updating status and granting them access to scheduling features such as viewing Gantt chart[216]. Creating Permission Sets and assigning the Salesforce Field Service Scheduling and Mobile Permission Sets to the Resource profile would not allow Technicians

**NO.90** Universal Containers is concerned about the decrease in Asset Uptime metrics. Which two actions should a Consultant recommend?

- \* Establish a Preventative Maintenance program for their install base.
- \* Integrate IoT data from their install base to detect asset issues.
- \* Launch a feedback survey to their install base and follow up on results.
- \* Review existing contracts for obsolete provisions and requirements.

**NO.91** Time sheet entries can be associated to which two objects? Choose 2 answer

- \* Work order line item
- \* assigned resources
- \* Service resource
- \* Work order

Time sheet entries are records that track the time spent by a service resource on a work order or a work order line item[28]. Time sheet entries can be associated to work order line items or work orders using lookup fields[29]. Assigned resources are records that assign a service resource to a service appointment[30]. Service resources are records that represent the people or equipment that perform field service tasks[31]. Time sheet entries cannot be associated to assigned resources or service resources directly.

Reference: [https://help.salesforce.com/s/articleView?id=sf.fs\\_time\\_sheets\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_time_sheets_overview.htm&type=5)

[https://help.salesforce.com/s/articleView?id=sf.fs\\_time\\_sheet\\_entries\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fs_time_sheet_entries_overview.htm&type=5)

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

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**NO.92** Which object can be used to share Service Appointments with Service Resources in Salesforce Field Service?

- \* User Territory
- \* Service Territory Member
- \* Service Territory
- \* Work Order

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