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Salesforce - Implementing Field Service Lightning

Salesforce FSL-201

Version Demo

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QUESTION NO: 1

In the dispatch Console, when viewing the Map, which three data elements can be presented to the Dispatcher? Choose 3 answers

- A. Google Traffic Data
- B. Resource's Home Base
- C. Service Appointments
- D. Resource's Travel Speed
- E. Service Appointment Dependencies

ANSWER: A B C

QUESTION NO: 2

A Field Service Technician wants to view a list of parts consumed during a given time period. The Technician will then use the data to replenish inventory on the truck. Which three steps should a Consultant recommend to track the number of parts consumed? Choose 3 answers.

- A. Build a report to view Products Consumed on Work Order Line Items.
- B. Build a report using the Service Appointment Inventory module.
- C. Build a report to view Products Consumed on Work Orders.
- D. Build a report using the Work Order inventory module.
- E. Build a report to view Inventory Transactions.

ANSWER: A C E

QUESTION NO: 3

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 NO: 4

Universal Containers wants to reduce their mean-time-to-service. Which three Field Service processes should a Consultant recommend to accomplish this goal? Choose 3 answers.

- A. Adjust Scheduling Policy
- B. Knowledge Base
- C. Customer Entitlements
- D. Dispatching
- E. Scheduling

ANSWER: A B D

QUESTION NO: 5

Universal Containers is looking to implement Entitlement Management to meet the following requirements: Any employee from the customer account is eligible for support. Specific purchased products are eligible for support. What Objects should be set up for Entitlement Management?

- A. Accounts and Assets
- B. Contacts and Service Contracts
- C. Accounts and Service Contracts
- D. Contracts and Assets

ANSWER: C

QUESTION NO: 6

Universal Containers is concerned about the decrease in Asset Uptime metrics. Which two actions should a Consultant recommend?

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

ANSWER: A

QUESTION NO: 7

Universal Containers schedules jobs that require multiple steps when on-site. They would like to add a new status to the existing status flow. Which two configurations need to be set up? Choose 2 answers.

- A. Add the allowed Status Transitions in Field Service Settings.
- B. Add new Status to the Work Order
- C. Add the Status Transitions to the Technicians' Profile.
- D. Add new Status to the Service Appointment.

ANSWER: C D

QUESTION NO: 8

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 an 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 NO: 9

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 NO: 10

Universal containers has a large volume of cancellations occurring on their Work Orders. The COO wants to manage Work Order cancellations and subsequent follow-ups. Which two options should a Consultant recommend? Choose 2 answers.

- A. Change the Work Order with a closed status of "Cancelled."
- B. Change the Work Order with a status of "New."
- C. Re-use the existing Work Order for the follow-up.
- D. Create a child Work Order for the follow-up Work Order.

ANSWER: A D