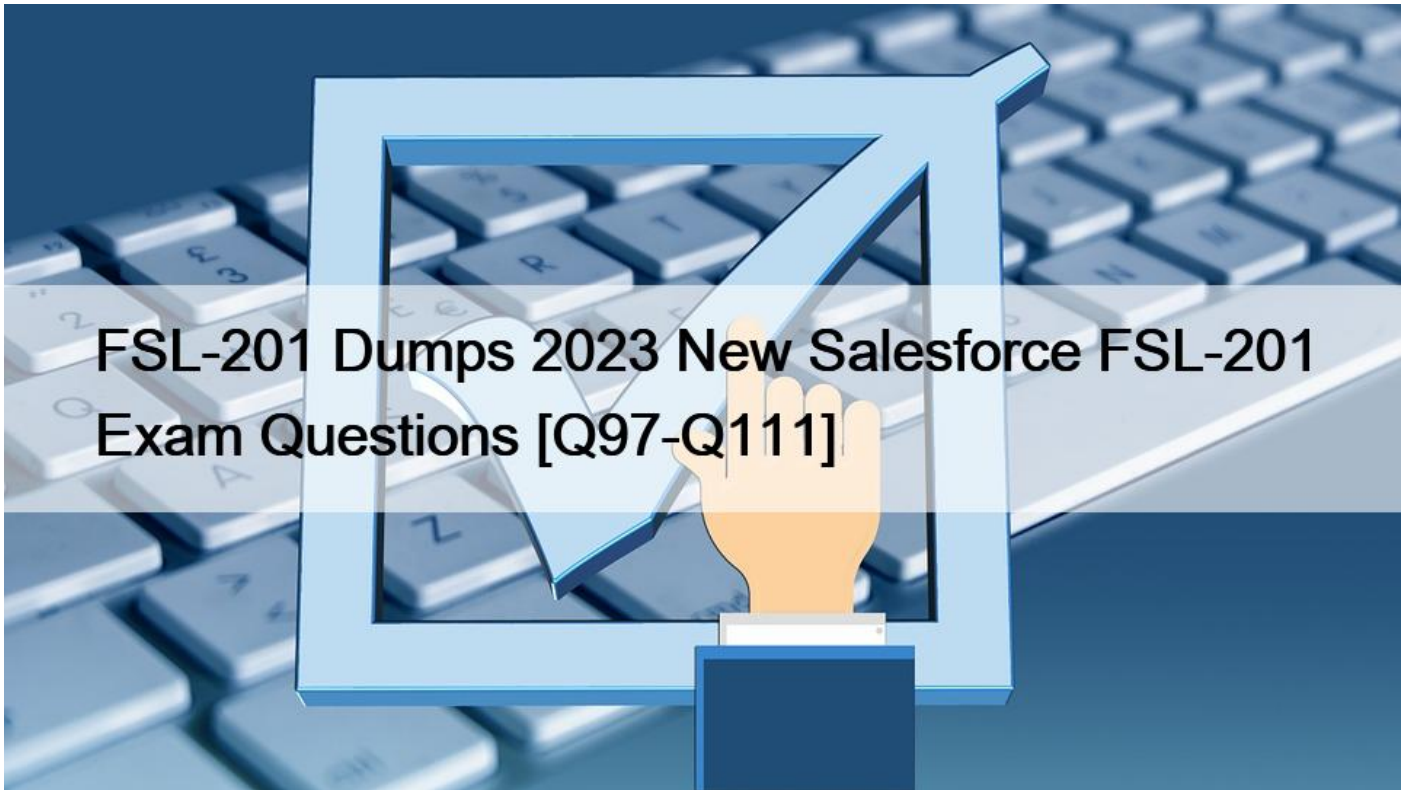


FSL-201 Dumps 2023 New Salesforce FSL-201 Exam Questions [Q97-Q111]



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To prepare for the Salesforce FSL-201 Exam, candidates must have hands-on experience in implementing Field Service Lightning in Salesforce. They should have knowledge of Salesforce Administration, Service Cloud, and basic knowledge of Salesforce Development. Candidates must also be familiar with the Salesforce Lightning Experience and how it works.

NO.97 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 2 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

NO.98 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?

- * Field Technician Page Layouts
- * Field Technician Visualforce Pages
- * Field Technician Field Sets
- * Field Technician Mini-Page Layouts

NO.99 One of Universal Containers's customers reported that the Technician sent to their site left without cleaning up the work area afterward.

How can Universal Containers ensure that a different Technician is assigned all future work for that Customer?

- * Assign the Technician to a new Service Territory.
- * Remove the Technician as a Preferred Resource.
- * Create an Excluded Resource for the Account.
- * Create a new Work Order Validation Rule.

NO.100 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 relevant Signature Types and add Signature Blocks to the Service Report Template.
- * Create two Service Reports and add one Signature Block to each Report.
- * Create a Flow that adds two Signature Blocks when the Service Report Is generated.
- * Create two custom fields for the Service Appointment and use Flows to capture each signature.

NO.101 Northern Trail Outfitters wants to improve overall responsiveness to customers.

Which Dispatch technique should the Consultant implement to provide the greatest schedule flexibility?

- * Enable Drip-feed to dispatch the next appointments.
- * Shuffle daily work manually via the Gantt.
- * Leverage Resource Schedule Optimization.
- * Configure the Auto Dispatch scheduled job.

Drip Feed Dispatching is a feature that allows dispatching groups of service appointments to technicians at regular intervals instead of all at once[121]. Enabling Drip-feed to dispatch the next appointments would allow Northern Trail Outfitters to improve overall responsiveness to customers by providing the greatest schedule flexibility and allowing technicians to adjust their schedules based on real-time conditions[122]. Shuffling daily work manually via the Gantt would not provide the greatest schedule flexibility. The Gantt is a tool that allows dispatchers to view and manage service appointments on a timeline[123]. Leveraging Resource Schedule Optimization would not provide the greatest schedule flexibility. Resource Schedule Optimization is a feature that allows optimizing service appointments based on predefined criteria such as travel time or priority[124]. Configuring the Auto Dispatch scheduled job would not provide the greatest schedule flexibility. Auto Dispatch is a feature that allows automatically assigning service appointments to resources based on predefined criteria such as skills or availability[125]. Reference:

https://help.salesforce.com/s/articleView?id=sf.fs_drip_feed_dispatching_overview.htm&type=5

https://help.salesforce.com/s/articleView?id=sf.fs_drip_feed_dispatching_enable.htm&type=5

https://help.salesforce.com/s/articleView?id=sf.fs_gantt_overview.htm&type=5

https://help.salesforce.com/s/articleView?id=sf.fs_resource_schedule_optimization_overview.htm&type=5

https://help.salesforce.com/s/articleView?id=sf.fs_auto_dispatch_overview.htm&type=5

NO.102 Northern Trail Outfitters wants to use Salesforce as a front end for creating accounts using the lead-to-opportunity process.

1. An order is created in Salesforce when the opportunity is closed and won, but the back-end ERP system is the data master for order,

2. Customer wants to be able to see within Salesforce all the stages of order processing like Order Created, Order Shipped, Order Paid that are within the retention window.

Which two message durability considerations should an Integration Architect make when designing a solution to meet these business requirements?

Choose 2 answers

- * When subscribing to Salesforce Event bus, ReplayID is used with a value of -2 to be able to see old and new events.
- * High-volume event messages are stored for 24 hours (one day).
- * When subscribing to Salesforce Event bus, ReplayID is used with a value of -1 to be able to see new events.
- * High-volume event messages are stored for 72 hours (three days).

https://developer.salesforce.com/docs/atlas.en-us.api_streaming.meta/api_streaming/using_streaming_api_durability.htm

NO.103 Universal Containers wants to schedule deliveries using Salesforce Field Service. Each delivery requires that an installation and safety inspection be performed by different Technicians during the same day. The safety inspection needs to be executed after the installation is complete.

How should the Consultant use Complex Work to meet this requirement?

- * Define Same Resource and Same Start dependencies.
- * Define Start After Finish and Same Day dependencies.
- * Define a Start After Finish dependency.
- * Define a Same Start dependency.

NO.104 universal containers need to send the technician into the field to service containers. It takes two technicians with specialized skill to complete the work at same time.

How should the consultant make this requirement?

- * Create a work rule with two required skills
- * Create a two-service crew
- * Create a crew with two technicians

This option should be recommended to meet this requirement, as it allows creating a service resource that represents a group of technicians who work together on the same service appointment. Reference:

https://help.salesforce.com/s/articleView?id=sf.fs_crew_management.htm&type=5

NO.105 Universal Containers (UC) owns a variety of cloud-based applications, including Salesforce, alongside several on premise applications. The on-premise applications are protected behind a corporate network with limited outside access to external systems.

UC would like to expose data from the on-premise applications to Salesforce for a more unified user experience. The data should be accessible from Salesforce in real-time.

Which two actions should be recommended to fulfill this system requirement?

Choose 2 answers

- * Develop an application in Heroku that connects to the on-premise database via an ODBC string and VPC connection.
- * Develop custom APIs on the company's network that are invocable by Salesforce.
- * Deploy MuleSoft to the on-premise network and design externally facing APIs to expose the data.
- * Run a batch job with an ETL tool from an on-premise server to move data to Salesforce.

NO.106 An Integration Architect has designed a mobile application for Salesforce users to get data while on the road using a custom UI. The application is secured with oAuth and is currently functioning well. There is a new requirement where the mobile

application needs to obtain the GPS coordinates and store it on a custom geolocation field.

The geolocation field is secured with Field Level Security, so users can view the value without changing it.

What should be done to meet the requirement?

- * The mobile device makes a SOAP API inbound call.

The mobile device receives a REST Apex callout call.

- * The mobile device makes a REST API inbound call.
- * The mobile device makes a REST Apex inbound call.

NO.107 which work rule should a field service lightning consultant use to assign service resources based on related object records?

- * resource availability
- * extended match
- * match field
- * required resources

NO.108 When a Universal Containers (UC) Technician installs a product at a customer site, the Technician must perform all future work for that customer.

Which process should the Consultant use to meet this requirement?

- * Add the Resource as a Required Resource on the Contact.
- * Add the Resource as a Required Resource on the Account.
- * Add the Resource as a Preferred Resource on the Work Order.
- * Add the Resource as a Preferred Resource on the Asset.

NO.109 Universal Containers needs to send Technicians into the field to service containers. It takes two Technicians with specialized skills to complete the work at the same time.

How should a Consultant implement this requirement?

- * Create a crew with two Technicians.
- * Create a work rule with two required skills.
- * Create a single Service Appointment.
- * Create two Service Crews.

This option allows creating a service resource that represents a group of technicians who work together on the same service appointment. Reference: https://help.salesforce.com/s/articleView?id=sf.fs_crew_management.htm&type=5

NO.110 which two considerations impact the scheduled time frame of multi-day work?

Choose 2 answers

- * Assigned resource
- * Homepage travel
- * Resource skill level
- * Break duration

NO.111 In the dispatch Console, when viewing the Map, which three data elements can be presented to the Dispatcher? Choose 3 answers

- * Google Traffic Data
- * Resource's Home Base
- * Service Appointments

- * Resource's Travel Speed
- * Service Appointment Dependencies

Salesforce FSL-201 exam is designed for professionals who are interested in becoming Salesforce Field Service Lightning experts. FSL-201 exam tests the knowledge and skills of individuals in implementing Salesforce Field Service Lightning solutions. FSL-201 exam covers various topics, including service resources, service territories, work orders, scheduling, mobile workforce management, and analytics.

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