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Exam : **FSL-201**

Title : Salesforce - Implementing
Field Service Lightning

Vendor : Salesforce

Version : DEMO

NO.1 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?

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

Answer: A

Explanation:

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_permission_set_licenses_overview.htm&type=5

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

NO.2 AW Computing uses a private record access model in the sales, support, and field service organizations.

How should the system administrator ensure that the technicians have the appropriate access to the service appointments dispatched to them?

- A.** Create a process to change the owner of the service appointment to the assigned technician.
- B.** Configure a sharing rule to share dispatched service appointments with the assigned resource.
- C.** Create a user territory for the technicians' primary and secondary territories.
- D.** Enable the sharing features in the Field Service settings in the Setup menu.

Answer: D

Explanation:

Enabling the sharing features in the Field Service settings in the Setup menu allows sharing dispatched service appointments with assigned resources regardless of the private record access model in sales, support, and field service organizations[50]. Creating a user territory for the technicians' primary and secondary territories would not ensure that they have access to the service appointments dispatched to them. Creating a process to change the owner of the service appointment to the assigned technician would not work if multiple resources are assigned to the same service appointment. Configuring a sharing rule to share dispatched service appointments with the assigned resource would not work if multiple resources are assigned to different crews or teams. Reference: https://help.salesforce.com/s/articleView?id=sf.fs_sharing_overview.htm&type=5

NO.3 Northern Trail Outfitters is adding Field Service Schedule Optimization to its Field Service implementation.

Which licensing will be required for the Field Service Schedule Optimization user?

- A. Salesforce License
- B. Dispatcher License
- C. Resource License
- D. Scheduling License

Answer: A

Explanation:

This licensing will be required for the Field Service Schedule Optimization user, as it allows accessing Salesforce features and functionality such as optimization jobs and settings. Reference:

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

NO.4 Universal containers plans to deploy field service lightning to 100 external contractors. There are 75 contractors who need access to work Orders assets mobile app, and chatter. the remaining 25 contractors are paid a commission on sales of containers and need to schedule resources.

Which license types and quantities should the consultant recommend?

- A. 25 contractors
75 contractors
25 contractors
- B. 25 contractors
100 contractors
- C. 100 contractors
100 contractors

Answer: A

Explanation:

Contractors are external users who can access Field Service features such as work orders, service appointments, assets, products consumed, etc... There are two types of contractor licenses available: Contractor (Full Access) and Contractor (Limited Access). Contractor (Full Access) licenses allow users to access all Field Service features except scheduling optimization. Contractor (Limited Access) licenses allow users to access only work orders assigned to them or their crew members via mobile app or web browser[22]. Universal Containers should deploy 25 Contractor (Full Access) licenses to contractors who need to schedule resources and 75 Contractor (Limited Access) licenses to contractors who need access to work orders, assets, mobile app, and chatter. Reference:

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

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

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

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

NO.5 Which two reports should a Consultant build to track the number of parts used by a Technician during a given time period? Choose 2 answers

- A. Products Consumed on Work Order Line Items
- B. Products Consumed on Work Orders
- C. Work Order inventory

D. Service Appointment inventory

Answer: A,B

Explanation:

Products consumed on work order line items and products consumed on work orders are two reports that can track the number of parts used by a technician during a given time period. Products consumed on work order line items are used to track individual products or services that are part of a work order line item. Products consumed on work orders are used to track products or services that are consumed as part of a work order.

NO.6 Universal Containers's Technicians may be assigned to Jobs with an arrival window to meet the customer appointment time preference. Technicians are also assigned to Jobs without a preferred appointment time.

In which two ways should the Consultant define Operating Hours to meet this requirement?

Choose 2 answers

- A.** The Due Date of the Service Appointment
- B.** When Service Resources are available for work
- C.** The Time Slots for Appointment Booking
- D.** The Maintenance Plan for the Account

Answer: B,C

Explanation:

Operating Hours define when service resources are available for work and when customers can book appointments. The Time Slots for Appointment Booking setting determines how operating hours are divided into time slots that can be assigned to service appointments. The Maintenance Plan for the Account or the Due Date of the Service Appointment do not affect operating hours, but are used to generate and schedule recurring work orders. Reference:

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

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

NO.7 universal containers wants to provide a view of emergency work that is only visible to dispatchers What should the consultant do to meet the requirement?

- A.** Custom lightning component
- B.** Custom report in a private report folder
- C.** Custom gantt filter
- D.** Custom list view

Answer: C

Explanation:

Custom gantt filters are filters that allow dispatchers to view service appointments based on specific criteria such as status, priority, or custom fields[67]. Creating a custom gantt filter would allow providing a view of emergency work that is only visible to dispatchers by setting up criteria such as status equals emergency and sharing the filter with dispatchers only[68]. Custom lightning component is a component that allows developers to create custom user interfaces using Lightning Web Components or Aura Components[69]. Creating a custom lightning component would require coding and would not leverage the existing gantt chart functionality. Custom report in a private report folder is a report that allows users to view data based on specific criteria such as objects, fields, filters, or charts[70]. Creating a custom report in a private report folder would not provide a

view of emergency work on the gantt chart and would not allow dispatchers to schedule or reschedule service appointments. Custom list view is a list view that allows users to view records based on specific criteria such as filters, fields, or sorting[71]. Creating a custom list view would not provide a view of emergency work on the gantt chart and would not allow dispatchers to schedule or reschedule service appointments. Reference:

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

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

<https://developer.salesforce.com/docs/component-library/documentation/en/lwc>

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

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

NO.8 Universal Containers wants service managers to quickly Identify location and status changes in the lifecycle of a specific component in a customer's install base.

What should a Consultant utilize to track the lifecycle?

- A.** Field History Tracking on Assets
- B.** A Product related list on Assets
- C.** Custom fields for change tracking on Assets
- D.** A Work Order related list on Assets

Answer: A

Explanation:

Field History Tracking on Assets allows tracking location and status changes in the lifecycle of a specific component in a customer's install base by recording the date, time, nature, and user of each change. A Work Order related list on Assets would show the work orders associated with an asset, but not the location and status changes of the asset. A custom installation date field on Products Consumed would show when a product was installed, but not the subsequent changes in the asset lifecycle. A Product related list on Assets would show the products related to an asset, but not the location and status changes of the asset. Reference:

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

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

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

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

NO.9 Ursa Major Solar tracks installed products using the Salesforce Asset object. Each individual solar panel is treated separately. To save money on service calls, many times customers will wait to have a technician come onsite until there are multiple panels that need servicing.

How should the callout for multiple panels be treated in Salesforce?

- A.** Create a work order hierarchy with each installed product as a child work order.
- B.** Create a work order with a work order line item for each installed product.
- C.** Create a work order for each installed product and a work order dependency to assign to the same resource.
- D.** Create an asset hierarchy with each installed product as a child asset in the hierarchy.

Answer: B

Explanation:

Work order line items are used to track individual products or services that are part of a work order. By creating a work order line item for each installed product that needs servicing, the system can

track the status and completion of each product separately.

NO.10 Which two considerations impact the scheduled timeframe of Multi-day Work?

Choose 2? answers

- A.** Break Duration
- B.** Resource Skill Level
- C.** Assigned Resource
- D.** Homebase Travel

Answer: A,C

Explanation:

These two considerations impact the scheduled timeframe of multi-day work, as they affect the availability and capacity of the resource assigned to the work. Reference:

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

NO.11 Service resources at Universal Containers (UC) frequently work in more than one service territory.

The current scheduling policy looks only at primary territory. While UC still wants the optimizer to use the service resource's primary territory when scheduling, UC also wants the scheduling policy to look at the resource's secondary service territories.

Which two scheduling policy changes should a Consultant recommend?

Choose 2 answers

- A.** Include the Match Territory Work Rule.
- B.** Deselect Working Location Enable Primary on the Working Territories Work Rule.
- C.** Select Working Location Enable Primary on the Working Territories Work Rule:
- D.** Remove the Match Territory Work Rule.

Answer: A,C

Explanation:

Working Location Enable Primary is a setting on the Working Territories work rule that defines whether resources should be matched with service appointments based on their primary territory only or any territory they belong to[186]. Match Territory is a work rule that defines whether resources should be matched with service appointments based on their territories[187]. Selecting Working Location Enable Primary on the Working Territories Work Rule and including the Match Territory Work Rule would allow Universal Containers' scheduling policy to look at both primary and secondary service territories by enabling matching resources with service appointments based on any territory they belong to and prioritizing matching resources with service appointments based on their territories. Removing the Match Territory Work Rule would not allow Universal Containers' scheduling policy to look at both primary and secondary service territories because it would disable matching resources with service appointments based on their territories. Deselecting Working Location Enable Primary on the Working Territories Work Rule would not affect Universal Containers' scheduling policy because it is already deselected by default. Reference:

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

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

NO.12 Universal Containers has discovered that many of its Technicians' initial visits require a return visit to complete the work.

Which two approaches should a Consultant recommend to accurately track these visits?

Choose TWO answers

- A.** Create a new Work Order and Service Appointment.
- B.** Reschedule the Service Appointment for the new date.
- C.** Create a new Service Appointment on the original Work Order.
- D.** Reschedule the Work Order for the new date.

Answer: B,C

Explanation:

Creating a new Service Appointment on the original Work Order is the best option because it will allow Universal Containers to track the work that was done on the initial visit and the work that needs to be done on the return visit. Rescheduling the Service Appointment for the new date is also a good option because it will allow Universal Containers to track the date and time of the return visit. The other two options are not as good because they will not allow Universal Containers to track the work that was done on the initial visit. Creating a new Work Order and Service Appointment would create a new record for the return visit, which would not be linked to the original Work Order. Rescheduling the Work Order for the new date would reschedule the entire Work Order, including the initial visit, which would not be accurate.