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QUESTION & ANSWER

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Exam : **FSL-201**

Title : Salesforce - Implementing Field Service Lightning

Version : DEMO

1.Universal Containers wants their Technicians to capture potential up-sell opportunities identified during site visits that will then be addressed by the inside sales team.
What Configuration will support this requirement?
A. Create a Service Appointment Quick Action to create a Lead record and add it to the appropriate page layout.
B. Create a Web-to-Lead page that submits to the inside sales team. Add a link to the Case Page Layout.
C. Create a Public Group for the inside sales team, and share Work Orders to the group via Sharing Rules.
D. Configure a Flow against Cases that auto-creates leads and assigns them to the insides sales team Queue.
Answer: D

2.A Field Service Technician wants the ability to view a list of currently available parts on another Technician's truck. The Technician will then have ability to request the part(s) from the other Technician.
What should a Consultant recommend to view and transfer parts between Technicians?
A. Build a solution to utilize the Work Order reporting module to view the truck stock and request transfer of stock.
B. Build a solution to view the Technician's truck stock and create a custom process to request transfer to stock.
C. Build a solution to utilize the Parts transfer functionality to view the truck stock and request transfer of stock.
D. Build a solution to utilize the Asset inventory functionality to view the truck stock and request transfer of stock.
Answer: A

3.Universal Containers wants to represent and track a Bill of Material (BoM).
What should a Consultant recommend?
A. Use Assets and define a hierarchy.
B. Use a custom object to model the BoM.
C. Use an ERP to manage the BoM.
D. Use Products and add to an Order.
Answer: C

4.The CFO for Universal Containers wants Work Orders to remain open until the Customer Service Report is sent.
Which two items should a Consultant implement to ensure Work Orders cannot be closed? Choose 2 answers.
A. Custom Work Order Escalation Rules
B. Custom Validation Rule on Work Orders
C. Custom Approval Process on Work Orders
D. Custom Work Order Status with Category
Answer: B,D

5.Universal Containers performs service which may require more than one task on a Work Order. A Consultant has recommended Work Order Line Items to manage the task(s).

What should be considered as part of this solution to ensure tasks are dispatched?

A. Work Order Line Items require a Case for the field technician to perform the work.

B. All Work Order Line items inherit the required Skills for the associated Asset.

C. Work Order Line Items require a Service Appointment for a field technician to perform the work.

D. Scheduled Work Order Line Items have to be completed on a daily basis or rescheduled the end of day.

Answer: C