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## Q&A

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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 inside 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**