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NEW QUESTION: 1

Universal Containers (UC) uses Service Contract based Entitlements to determine their Service Level Agreements. UC would like to track adherence to Service Contract SLAS. Where would UC apply an Entitlement record to track the specific Service Contract SLAS?

- A. Work Order
- B. Work Order Line Items
- C. Account
- D. Service Contract

Answer: C (LEAVE A REPLY)

NEW QUESTION: 2

A Dispatcher notices that the Crew assigned to a Service Appointment is missing a skill requirement for the appointment.

How can the Dispatcher update the Service Crew to meet those requirements?

- A. Update the Service Crew on the Service Appointment's Work Type.
- B. Edit the Service Appointment and add a new Service Resource.
- C. Use the Crew Management tool to add Service Resources to the Crew.
- D. A Create a new Service Appointment with a different Crew.

Answer: D (LEAVE A REPLY)

NEW QUESTION: 3

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

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 4

Universal Containers' (UC) Technicians often report seeing competitor's assets when on-site. UC would like to run a report on which of their customers have competitive assets. How should a Consultant recommend meeting this requirement using the Field Service mobile app?

- A. Manually create a competitor's Asset Record on the Field Service mobile app.
- B. Use a Quick Action to create a Note to explain the competitor's Asset and attach it to the Work Order.
- C. Use a Macro to create a competitor Asset Record on the Field Service mobile app.
- D. Use a Quick Action to create a competitor Asset Record on the Field Service mobile app.

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 5

How should a Consultant configure Salesforce Field Service to ensure agents and dispatchers can quickly create Work Orders with the appropriate materials?

- A. Create Work Types with Products Required.
- B. Create Work Types with Work Order Line Items.
- C. Create Work Types and Locations.
- D. Create Work Types with Products Consumed.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 6

Universal Containers is deploying Field Service Lightning in Europe, where pricing varies by country. What Price Book structure is recommended?

- A. Utilize a standard Price Book specific to each country.
- B. Utilize the standard Price Book with pricing rules applied.
- C. Utilize a custom Price Book specific to each country.

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 7

At universal containers the service territory member's time zone is one hour behind the service territory time zone how should the consultant ensure proper scheduling and optimization for the member?

- A. Add one hour to the start and end times on the service territory member's operating hours.
- B. Subtract one hour from the start and end times on the service territory.
- C. Add one hour to the start and end times on the service territory.
- D. Change the time zone on the service territory member's user record to match the service territory's time zone.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 8

Universal Containers provides prompt service and has multiple service levels for different customers. Over

50% of Service Appointments are created on the same day they need to be completed. As a result, a Technician's daily schedule can change multiple times throughout the day. What method of dispatching should a Consultant recommend implementing?

- A. Automatically schedule unscheduled services to available Resources.
- B. Automatically Dispatch Service Appointments using Drip Feed.
- C. Automatically run Optimization Background Job every hour.
- D. Automatically change the status to Dispatched of all Service Appointments.

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 9

Universal Containers has external resources who only report back once a Service Appointment has been completed. All Internal resources need to report incremental progress on Service Appointments. How should a Consultant recommend implementing statuses to support these different user groups?

- A. Allow Status Transitions based on Role.
- B. Block Status Transitions using a Validation Rule.
- C. Limit Status Transition based on Profile.
- D. Configure Status Transitions based on Resource Type.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 10

the org -wide default sharing for a service appointment is set to private. If the service appointment is cancelled, which users will have visibility to the record?

- A. assigned resources, owner of service appointment and members of user territory
- B. owner of service appointment and members of user territory
- C. assigned resources, owner of service appointment and members of service territory
- D. owner of service appointment and members of service territory

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 11

A customer support agent handles an in - bound case that requires a repair of an industrial oven at a busy restaurant. The work should be assigned to a repair technician in the area, even if the technician is currently working on another assignment. Which scheduling action should the consultant recommend to the customer support agent?

- A. Fill-in schedule
- B. Appointment booking
- C. Emergency
- D. Get candidates

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 12

Universal container provides multiple service types (i.e installation, maintenance, Break/fix). Each service requires a variety of skills and certification for resources to excel.

Which two configurations should a consultant implement to meet the requirements?

- A. Use work type with required skills
- B. Assign the appropriate skill to resource
- C. Select the relevant work type for each resource
- D. Create a multiple work order line per service

Answer: A,B ([LEAVE A REPLY](#))

NEW QUESTION: 13

Some Technicians report that they are unable to log in to the Salesforce Field Service mobile app. The Consultant confirmed that the Technicians have the Salesforce Field Service Resource License and Salesforce Field Service Resource Permissions assigned to them. How should a Consultant provide access to the Salesforce Field Service mobile app?

- A. Update Public Group membership.
- B. Assign a Field Service Mobile License to the user.
- C. Modify the user record.
- D. Modify the user's Profile.

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 14

in which two scenarios should a consultant recommend multi day service appointment?
Choose 2 answers

- A. jobs need to be performed at the same site on the same day of the week.
- B. jobs require consecutive days of work and can span over weekends.
- C. Jobs can take longer than the available resources hours in a day.
- D. jobs require multiple stages of work performed by different resources.

Answer: B,C ([LEAVE A REPLY](#))

NEW QUESTION: 15

Universal Containers is implementing Field Service Lightning in multiple European Countries, where pricing varies by product. Which two options should a Consultant recommend when considering the setup and configuration of Price Books?

- A. Utilize the standard Salesforce Price Book.
- B. Utilize multiple country-specific Price Books.
- C. Utilize country-specific Price Book Entries.
- D. Utilize Standard Global Service Price Book Entries.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 16

A technician needs to get replacement part for damaged inventory on them for an upcoming job.

To which object should the technician add a product request record?

- A. service report
- B. service appointment
- C. work order
- D. work types

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 17

Universal container has enabled field service lightning and want to enable milestones for work order.

What should a consultant take into consideration?

- A. Creating milestones trackers requires a custom lightning component
- B. Creating entitlement for class and work order must be separated
- C. Creating entitlements for work orders requires a custom lightning component
- D. Creating milestones for word orders requires an entitlement for case

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 18

Approximately 70% of Universal Containers' site visits are inspections and quotation sessions that take roughly the same amount of time and same set of resource skills to complete. What should a Consultant recommend to streamline the creation of these work orders?

- A. Create Work Types for use on Work Orders
- B. Create a standard set of Work Order Line Items.
- C. Train Technicians to use Duplicate Work Order feature.
- D. Launch the Work Order Standardization Wizard.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 19

Universal containers wants to reduce field service-related costs by cutting overtime pay and fuel expenses for internal employees when scheduling all service appointments.

Which two customizations should the consultant recommend to meet this requirement?

Choose 2 answers

- A.** Create a new scheduling policy that includes service objectives in this order: ASAP, Resource Priority, skill level, preferred services resource, minimize travel minimize overtime.
- B.** Create a custom quick action for booking appointments and candidates that use the new scheduling policy.
- C.** Select the new policy as the scheduling policy for the scheduled optimization job.
- D.** Create a new scheduling policy that includes service objectives in this order: minimize overtime, minimize travel, preferred service resource, skill level, resource priority, asap.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 20

universal container UC uses two contractors 1 and contractor 2 to perform repair work contractor 1 has provided service for UC for longer period time and considered to have more repair work expertise then contractor 2 How should a consultant configure the contractors experience?

- A.** Assign contractors 1 and 2 different skill levels for repair works
- B.** Assign contractors 1 and 2 preferred source
- C.** Assign contractors 1 and 2 different capacities of repair work
- D.** Assign contractors 1 and 2 as excluded resources

Answer: **A** ([LEAVE A REPLY](#))

NEW QUESTION: 21

Universal Containers offers 2-hour versus 4-hour appointment booking windows for Gold versus Standard Customers. What should a Consultant recommend to offer appropriate appointment booking windows?

- A.** Customer Entitlement
- B.** Service Urgency
- C.** Service Due Date
- D.** Customer Working Hours

Answer: **A** ([LEAVE A REPLY](#))

NEW QUESTION: 22

Universal Containers has implemented a Knowledge solution to provide Field Technicians with information necessary to complete assigned work. Which two capabilities will now be available?

- A.** Include Quick Actions and Global Actions in Attached Articles.

- B. Attach Knowledge Articles to Work Order Line Items Only.
- C. Attach Articles to Work Orders and Work Order Line Items.
- D. Manage Attached Articles and Search the Knowledge Base.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 23

Each door lock that universal containers (UC) sells have a unique 20-digit code. The code represents the manufacturer, production run, and production number UC needs to track each lock in addition to the installed locks, all technician carry five replacement in their van stock How should UC track the van stock door locks?

- A. Create a product item and enter a serial number in related list
- B. Create a product item and enter technician lock quantity
- C. Create a product item for each door lock utilizing standard field
- D. Create a product item with all the serial numbers in the noted section

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 24

Universal Containers provides prompt service and has multiple service levels for different customers. Over 50% of Service Appointments are created on the same day they need to be completed. As a result, a Technician's daily schedule can change multiple times throughout the day. What method of dispatching should a Consultant recommend implementing?

- A. Automatically Dispatch Service Appointments using Drip Feed.
- B. Automatically run Optimization Background Job every hour.
- C. Automatically schedule unscheduled services to available Resources.
- D. Automatically change the status to Dispatched of all Service Appointments.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 25

One of the products sold by Universal Containers requires quarterly service appointments. Which feature should a Consultant use to meet this requirement?

- A. Implement Path for Work Orders.
- B. Configure a Maintenance Plan.
- C. Define a repeating Work Type.
- D. Build a Process for Service Appointments.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 26

Universal Containers (UC) normally focuses on minimizing travel. Weather can cause situations that require expedited on-site service. How should a Consultant recommend UC handle unplanned service during times of severe weather?

- A. Postpone all lower-priority jobs and extend Due Dates.

- B. Manually flag Service Appointments as "In Jeopardy" due to weather.
- C. Configure a new Service Level for immediate assignment.
- D. Configure Emergency Policy and use the Emergency Wizard.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 27

Universal Containers is looking to implement Entitlement Management to meet the following requirements:

- 1) Any employee from the customer account is eligible for support.
- 2) Specific purchased products are eligible for support.

What Objects should be set up for Entitlement Management?

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

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 28

Universal Container's Dispatchers want to visualize the planned travel route for a Technician during their shift.

Which feature should the Consultant recommend to meet the requirement?

- A. Street-level Routing
- B. Service Resource Dashboard
- C. Aerial Routing
- D. Service Appointment Reports

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 29

Which three overview cards does the Field Service mobile app provide as context to Technicians on upcoming Service Appointments? (Choose three.)

- A. Site Details
- B. Product Catalog
- C. Asset History
- D. Contact
- E. Address

Answer: A,D,E ([LEAVE A REPLY](#))

NEW QUESTION: 30

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

Answer: B,C ([LEAVE A REPLY](#))

NEW QUESTION: 31

The org-wide default sharing for a service appointment is set to be private. If a service appointment is cancelled, which users will have visibility to record?

- A. Assigned resources, owners of service appointment and member of service territory
- B. Owner of service appointment and member of user territory
- C. Assigned resources, owner of service appointment and member of user territory
- D. Owner of service appointment and member of service territory

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 32

Universal Containers sells widgets with multiple components. Based on a problem reported by a customer, one or more of the components need to be replaced.

What should a Consultant recommend to accurately record the required work?

- A. Service Appointments and Service Appointment Line Items
- B. Work Orders with Products Consumed
- C. Work Orders with Work Order Line Items
- D. Work Orders with Service Appointments

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 33

Universal Containers wants to track when Technicians need to visit a customer site multiple times to resolve an issue.

How should a Consultant configure this using a single Work Order?

- A. Create a new Child Work Order for each site visit.
- B. Create a new Service Appointment for each site visit.
- C. Create a new Work Order Line Item for each site visit.

D. Create a new Product Consumed for each site visit.

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 34

technicians at Universal container use the field service lightning mobile app at a customer site. After completing th3 work technician updates the service appointment status to complete and save the records. Dispatcher see the appointment as dispatched on the console instead of seeing the complete status update Which two troubleshooting steps should a consultant take to resolve the issue?

Choose 2 answers

- A. Investigate work order life cycle
- B. Verify the dispatcher ran the service appointment data job
- C. Review service appointment automation
- D. Conform the technician mobile device is online

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 35

northern trail outfitters (NTO) wants to improve costume satisfaction by setting expectations around upcoming appointments.

When designing the costume service representative's user interface, in most cases which tow fields should be shared with the costumer about an upcoming appointment?

Choose 2 answers

- A. arrival window end
- B. scheduled start
- C. arrival window starts
- D. scheduled end

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 36

universal containers technician may be assigned to jobs with arrival window to meet the costumer appointment time preference technicians are also assigned to jobs without a preferred appointment time In which two ways should the consultant define operation house to meet this requirement Choose 2 answers

- A. The time slots for appointment booking
- B. When service resources are available for work
- C. The maintenance plan for account
- D. The due date of the service appointment

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 37

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 Parts transfer functionality 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 Work Order reporting module 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: C (LEAVE A REPLY)

NEW QUESTION: 38

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. Scheduled Work Order Line Items have to be completed on a daily basis or rescheduled the end of day.
- B. Work Order Line Items require a Service Appointment for a field technician to perform the work.
- C. Work Order Line Items require a Case for the field technician to perform the work.
- D. All Work Order Line items inherit the required Skills for the associated Asset.

Answer: B (LEAVE A REPLY)

NEW QUESTION: 39

Universal Containers wants to provide Dispatchers with Account and Asset details when they hover over each Service Appointment. How should a Consultant recommend implementing this feature?

- A. Use Lookup Fields.
- B. Create CSS in the Dispatcher's Console.
- C. Configure Field Sets on the Service Appointment.
- D. Add Fields on the Page Layout.

Answer: C (LEAVE A REPLY)

NEW QUESTION: 40

Universal Containers is outsourcing work to a third-party Contractor. This Contractor is committed to working 100 hours per week. How should this be configured in the system?

- A. Create a Capacity-based Resource with 100 hours capacity a week.
- B. Create 100 Service Appointments with Contractors as Required Resources.

C. Create 5 Resources with 20 hours available a week.

D. Create a Resource with 20 hours available a day.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 41

Northern Trail Outfitters (NTO) wants to track and report on individual tasks completed, including parts consumed and pricing details, as part of the Work Order completion process.

NTO wants to schedule one or multiple tasks to different Technicians as needed.

How should the Consultant meet the requirement utilizing the standard Salesforce Field Service Data Model?

A. Create multiple Service Appointments, each with its own child Work Order Line Item.

B. Create multiple Service Appointments, each with its own child task records.

C. Create Custom Object records, each with its own child Service Appointment.

D. Create Work Order Line Items, each with its own child Service Appointment.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 42

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

Choose 3 answers

A. Service Appointment Dependencies

B. Service Appointments

C. Resource's Home Base

D. Resource's Travel Speed

E. Google Traffic Data

Answer: B,C,E ([LEAVE A REPLY](#))

NEW QUESTION: 43

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

100 contractors

B. 25 contractors

75 contractors

25 contractors

C. 100 contractors

100 contractors

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 44

Universal Containers (UC) is rolling out Inventory Management to better manage parts and inventory. UC wants to automatically associate certain parts and products to Work Orders upon creation based on the work to be performed.

How should the Consultant meet this requirement?

- A. Add Products to the Work Order Products Related List on the Work Type object.
- B. Add Products to the Work Order Products Related List on the Asset object.
- C. Add Products to the Products Required Related List on the Work Type object.
- D. Add Products to the Products Required Related List on the Asset object.

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 45

A dispatcher needs to reduce the backlog of service appointments in different territories and focus on Individual customer service. Which scheduling policy should the dispatcher use

- A. Emergency
- B. Customer first
- C. Soft boundaries
- D. High intensity

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 46

Northern Trail Outfitters (NTO) wants to automatically dispatch a Technician's next two Service Appointments after the Technician completes their current Service Appointment. NTO wants to be consistent across all of the Service Territories and control the number of Service Appointments that are pushed to the Technician.

What automated processing should the Consultant configure upon Work Order completion to dispatch the next two Appointments?

- A. Create an Apex Trigger.
- B. Build a Workflow Rule.
- C. Configure an Auto Dispatch Scheduled Job.
- D. Enable Drip feed Dispatch.

Answer: D ([LEAVE A REPLY](#))

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NEW QUESTION: 47

Universal Containers has negotiated two key SLAs: 1) initial response and 2) overall resolution of issues related to installed products. What combination of Salesforce features should a Consultant recommend to support this use case?

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

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 48

Ursa Major Solar (UMS) has implemented Field Service using a private record access model. UMS has also set work types to automatically generate Service Appointments.

Which two sharing options are available for these Service Appointments?

Choose 2 answers

- A. The Service Appointment's parent record can be shared with the assigned resource.
- B. A Service Appointment can be shared by clicking Sharing on the record.
- C. Make the dispatcher the assigned resource on the Service Appointments.
- D. Auto-generated scheduled Service Appointments will be shared with resources.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 49

Universal Containers (UC) wants to schedule work orders only if technicians have the necessary qualifications to complete the designated work. In which two ways can UC achieve this? Choose 2 answers

- A. Leverage the match skills scheduling policy when scheduling appointments
- B. Leverage the match skills work rule when scheduling appointments
- C. Create skills that relate to qualifications from setup and assign them to a service resource
- D. Create skills that relate to qualifications from the skills tab and assign them to a service resource

Answer: B,C ([LEAVE A REPLY](#))

NEW QUESTION: 50

Universal Containers has Resources working in multiple countries and time zones. Each country has different holidays and working hours as allowed by law. What should a Consultant recommend to implement these parameters with the most flexibility possible?

- A. Service Territories, Resource Capacity, and Business Hours
- B. Work Types, Resource Availabilities, and Operating Hours

C. Service Territories, Operating Hours, and Resource Absences

D. Skills, Operating Hours, Time Slots, and Holidays.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 51

Northern Trail Outfitters has hired a contractor to help with service calls on an as-needed basis. The contractor should be limited to travel a maximum of 50 minutes from home.

Which action should a consultant recommend?

A. Assign a high efficiency score.

B. Include a Match Fields work rule.

C. Link rules to Relevance Groups.

D. Check 'Keep These Appointments Scheduled'.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 52

Universal Containers is implementing Field Service Lightning and wants to make sure the dispatch team receives Work Orders with appropriate resource and timeframe requirements defined. What should a Consultant implement to achieve this requirement?

A. Skill Requirements, Work Types, Case Process, Milestones

B. Case process, Work Types, Entitlements, and Milestones

C. Work Types, Skill Requirements, Entitlements, and Milestones

D. Work Types, Skill Routing, Skill Requirements, Operating Hours

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 53

Universal container wants to ensure the technician has the correct equipment before arriving at a job site.

Which two considerations should the consultant take into account when configuring? field service lightning?

Choose 2 answers

A. Work type can be configured to include required products on the work order and work order line item

B. Required product must be added to both work order and all work order line items

C. Quantity and unit of measure are required when adding a required product

D. Validation rule and triggers created on work order and work order line-item objects are automatically recreated for work

Answer: A,D ([LEAVE A REPLY](#))

NEW QUESTION: 54

Universal Containers wants to use Work Types, since many of their Work Orders require the same Field Service Technician skills. What should the Consultant consider when using Work Types?

- A. An existing Work Order Line Item will inherit the required skill of a Work Type, regardless of any existing required skills.
- B. A Work Order inherits the Work Types required skills; however, the user has the ability to add/remove skills on the Work Order.
- C. A Work Order Line Item will inherit their parent Work Order's Work Type Skills, and the user is unable to make additional changes.
- D. A change to the skills on a Work Type will affect the required skill on Work Orders previously created from that Work Type.

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 55

Universal containers provides multiple service types (i.e., installation, maintenance, break/fix). Each service requires a variety of skills and certification for a resource to excel.

Which two configurations should a consultant implement to meet this requirement?

Choose 2 answer

- A. Use work types with required skills.
- B. Assign the appropriate skills to resources.
- C. Create multiple work order line items per service.
- D. Select the relevant work types for each resource.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 56

Universal Containers wants to encourage their Technicians to identify sales opportunities in the field. Which option should a Consultant recommend?

- A. Create a custom field on the Work Order.
- B. Create a Quick Action to create the Opportunity.
- C. Log a follow-up task on the Work Order.
- D. Call the Sales Team with the Opportunity.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 57

an inventory manager at universal containers wants to better understand the distribution of a critical and expensive part across all Inventory locations as the is reused and restocked What should the consultant leverage to meet this requirement?

- A. product item
- B. entertainment plan
- C. Assets
- D. maintenance plan

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 58

universal container wants its technician to follow a standard operating procedure (S O P) while performing maintenance on an individual asset. Each operation should be captured independently to allow technician to enter note and update status they progress with the work preventative maintenance should be with a single visit Which data model should the consultant recommend to the universal container?

- A.** Work order line item represent the preventative Maintenance on the asset - work order represent the different operations- service appointment to represent visit
- B.** Work order to represent the preventative maintenance on the asset - service appointment to represent the different operations - work order line item to represent the visit
- C.** Service appointment to represent ante the preservative maintenance on the asset - work order line item to represent the different operations - work order to represent the visit
- D.** Work order to represent the preventative maintenance on the asset - work order line item to represent the different operations - service appointment to represent the visit

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 59

Universal Containers wants their Technicians to record an Asset Number using a barcode scanner when completing Work Orders. What field types should be configured to capture this information?

- A.** Barcode
- B.** Formula
- C.** Text
- D.** Number

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 60

Northern trail outfitters (N T O) wants to automatically dispatch a technician's next two service appointments after the technician completes their current service appointment. NTO wants to be consistent across all of the service territories and control the number of service appointments that are pushed to the technician.

What automated processing should the consultant configure upon work order completion to dispatch the next two appointments?

- A.** Enable drip feed dispatch.
- B.** Create an apex trigger.
- C.** Configure an auto dispatch schedule job.
- D.** Build a workflow rule.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 61

Which two configurations can companies add to brand the Field Service mobile app?

- A. Company style sheets
- B. Company logo
- C. Company Colors
- D. Company address

Answer: C ([LEAVE A REPLY](#))

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NEW QUESTION: 62

Universal Containers wants Technicians using the Salesforce Field Service mobile app to indicate when Service Appointments are at risk of late completion.

What should a Consultant recommend to meet this requirement?

- A. Adjust the Scheduled End field on the Service Appointment.
- B. Update the In Jeopardy field on the Service Appointment.
- C. Change the Status field on the Service Appointment.
- D. Post to the Service Appointment Chatter feed.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 63

Universal Containers wants to track the total associated price when servicing Work Order for customers.

Which two of the following should a Consultant recommend? Choose 2 answers

- A. Use a custom object to model the Work Order pricing.
- B. Use the Einstein Pricing Configurator.
- C. Use Work Order and Work Order Line Items.
- D. Set up Products and Price Books.

Answer: C,D ([LEAVE A REPLY](#))

NEW QUESTION: 64

Northern Trail Outfitters wants to improve overall responsiveness to customers.

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 65

some technicians report that they are unable to login to the field service lightning mobile app. The Consultant confirmed that the technician has field service lightning resource license and field service lightning resource permission assign to them How should a consultant provide access to FSL mobile app?

- A. Modify the user profile
- B. Modify the user record
- C. Assign a permission set
- D. Update the public group membership

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 66

Universal Containers is tracking customer issues in their call center. Sometimes this requires a technician to be on site at the Customer's location. What set of steps should a Consultant recommend to dispatch the technician?

- A. Create Case, Create Work Order, Create Service Appointment, Dispatch Service Appointment.
- B. Create Work Order, Create Case, Dispatch Work Order, Create Service Appointment.
- C. Create Case, Create Service Appointment, Create Work Order, Dispatch Service Appointment.
- D. Create Service Appointment, Create Work Order, Create Case, Dispatch Service Appointment.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 67

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

Answer: B,C ([LEAVE A REPLY](#))

NEW QUESTION: 68

universal container (uc) is rolling out inventory management to better manage parts and inventory. UC wants to automatically associate certain parts and products to work orders on creations based on the work to be performed.

How should the Consultant meet this requirement?

- A. Add product to the work order products related list on the work type object
- B. Add product to the products required related list on the work type object
- C. Add product to the work order products related list on the asset object
- D. Add product to the products required related list on the asset object

Answer: B (LEAVE A REPLY)

NEW QUESTION: 69

Universal Containers Just started its Field Service Implementation and is configuring Service Territories and Locations. The Locations need to be associated to Territories.

In which two ways should the Consultant show this relationship?

Choose 2 answers

- A. Create the Service Territory Location as a Location lookup field.
- B. Create the Service Territory Location as a Service Territory lookup field.
- C. Add the Service Territory Location Related List on the Location page layout.
- D. Add the Service Territory Location Related List on the Service Territory page layout.

Answer: A,D (LEAVE A REPLY)

NEW QUESTION: 70

Universal container provides services to multiple machines installed at customer sites. Each machine has different issues that need to be fixed. UC wants to track progress, different part used, and time spent on each machine when dispatching a technician How should consultants meet these requirements?

- A. Each account will have a service appointment that will represent the work to be done at customer site
- B. Work order will have multiple work order line item each work order line item will be link to the asset and have a service appointment
- C. Each asset will have a service appointment that will represent work order needed each machine
- D. Work order will have multiple service appointments. Each service appointment will be linked to the asset

Answer: B (LEAVE A REPLY)

NEW QUESTION: 71

A consultant has implemented user territories at Northern Trail Outfitters (NTO) in a private sharing model. A new Midwest Service Territory has been created.

Which two actions should NTO take to give the dispatcher access to all relevant Midwest records? Choose 2 answers

- A. Assign a new user territory and add each of the assigned service resources.
- B. Add the resources assigned to the Service Territory's Member related list.
- C. Create a new user territory associated with the Service Territory and dispatcher.
- D. Configure and run the User Territory Sharing Job in Field Service Settings.

Answer: C,D (LEAVE A REPLY)

NEW QUESTION: 72

Universal Containers has noticed that with every new product release there is a rise in customer reported Cases and a decrease in first-time fix-rate. Which two recommendations should a Consultant make? Choose 2 answers.

- A. Increase training to Field Service Technicians
- B. Publish pre-release documentation on the Customer Community.
- C. Increase training to Sales Representatives.
- D. Publish training documentation in a closed chatter group.

Answer: A,B (LEAVE A REPLY)

NEW QUESTION: 73

A Universal Containers' (UC) Technician is completing a service appointment, but is unable to finish one of the tasks defined on the Work Order Line Items because of insufficient Inventory. Assuming UC is using the standard Work Order and Line Item status picklist values, how should the work be recorded?

- A. Mark all completed Work Order Line Items as "Completed." Mark the incomplete Work Order Line Item as "Cannot Complete" and enter details in the Description field. Mark the parent Work Order as "Cannot Complete".
- B. Mark all completed Work Order Line Items as "Completed." Mark the incomplete Work Order Line Item as "Cannot Complete" and enter details in the Description field. Mark the parent Work Order as "Closed"
- C. Mark all Work Order Line Items as "Cannot complete," including the incomplete Work Order Line Item; mark the parent Work Order as "In Progress."
- D. Mark all completed Work Order Line Items as "Completed." Mark the incomplete Work Order Line Item as "Cannot Complete," and enter details in the Description field. Mark the parent Work Order as "Cancelled."

Answer: A (LEAVE A REPLY)

NEW QUESTION: 74

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?

- A. Add the Resource as a Required Resource on the Contact.

- B. Add the Resource as a Preferred Resource on the Asset.
- C. Add the Resource as a Preferred Resource on the Work Order.
- D. Add the Resource as a Required Resource on the Account.

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 75

which two features on the dispatcher console should the consultant use to visualize rules violating service appointments?

Choose 2 answers

- A. Gantt Map
- B. Gantt
- C. Appointment List
- D. Color Palettes

Answer: B,C ([LEAVE A REPLY](#))

NEW QUESTION: 76

Universal Containers is receiving increased complaints about incomplete Work Orders. What option should a Consultant recommend to improve this situation?

- A. Change the Scheduling Rules.
- B. Decrease Resource Rant Score.
- C. Send an email CSAT survey.
- D. Implement Validation Rules and Signature Capture.

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 77

Which three objects are associated to the Work Type? Choose 3 answers

- A. Articles
- B. Skill Requirements
- C. Products Required
- D. Resources
- E. Service Appointments

Answer: A,B,C ([LEAVE A REPLY](#))

NEW QUESTION: 78

A universal container customer is having issues with three containers at the customer's site. Each container is tracked as an asset on the customer's account. Which two methods should Consultants recommend to ensure the service with each container can be handled independently?

- A.** Add each asset to a separate child work order. Create a service appointment for the parent work order.
- B.** Add each asset to a separate work order line item. Create a service appointment for each line item.
- C.** Add each asset to a separate work order. Create a service appointment for each a. work order.
- D.** Add each asset to a separate work order line item. Create a service appointment for the work orders.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 79

Universal Containers is deploying Field Service Lightning in Europe, where pricing varies by country.

What Price Book structure is recommended?

- A.** Utilize the standard Price Book with pricing rules applied.
- B.** Utilize a custom Price Book with pricing rules applied.
- C.** Utilize a standard Price Book specific to each country.
- D.** Utilize a custom Price Book specific to each country.

Answer: **D** ([LEAVE A REPLY](#))

NEW QUESTION: 80

Universal Containers utilizes two contractors, Contractor 1 and Contractor 2, to perform repair work. Contractor 1 has provided service longer for Universal Containers and is considered to have more repair work expertise than Contractor 2. How should a Consultant configure this expertise for Contractor 1 versus Contractor 2?

- A.** Assign Contractor 1 and 2 different capacities for repair work.
- B.** Assign Contractor 2 as an excluded Resource.
- C.** Assign Contractor 1 as a Preferred Resource.
- D.** Assign Contractor 1 and 2 different Skill Levels for repair Work Type.

Answer: **D** ([LEAVE A REPLY](#))

NEW QUESTION: 81

Universal Containers is evaluating a strategy for reducing the cost of service using automated scheduling.

Which two approaches will contribute to this goal? Choose 2 answers

- A. Reduced Absences per Employee.
- B. Reduced Travel Time per Work Order.
- C. Reduced Work Orders per Shift.
- D. Reduced Overtime per Work Order.

Answer: B,D ([LEAVE A REPLY](#))

NEW QUESTION: 82

one of the universal container customers allow maintenance only between 12:00 noon to 1:00 pm On which object should a consultant set operating Hours to meet this requirement?

- A. Service territories
- B. Service appointment
- C. Service territory number
- D. Account

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 83

Universal Containers wants to ensure that Service Appointments are only assigned to Resources who are Active. What configuration should a Consultant recommend for the Scheduling Policy?

- A. Match Fields
- B. Match Boolean
- C. Preferred Resource
- D. Required Resource

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 84

A Technician is onsite where there is no connectivity and is required to capture the customer's signature. What is the appropriate order of operations as the Technician goes back online?

- A. Capture signature, update record, sync device, deliver Service Report.
- B. Deliver Service Report, update record, sync device, capture signature.
- C. Deliver Service Report, capture signature, update record, sync device.
- D. Capture signature, sync device, update record, deliver Service Report.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 85

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 new Status to the Service Appointment.
- B. Add the Status Transitions to the Technicians' Profile.
- C. Add new Status to the Work Order

D. Add the allowed Status Transitions in Field Service Settings.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 86

universal containers operates in a highly regulated industry technician must conduct quarterly inspections for all customers in their region each inspection should be completed within a single visit and include all installed assets on site Which two maintenance plan settings should the consultant recommend?

Choose 2 answers

- A. Service appointment generation method - one service appointment per work order line item
- B. Work order generation method - one work order line item per asset
- C. Service appointment generation method - one service appointment per work order
- D. Work order generation method - one work order per asset

Answer: B,C ([LEAVE A REPLY](#))

NEW QUESTION: 87

Universal containers products need to be traceable from the factory to customer sites. The products are installed using disposable kits.

How should the consultant configure this?

- A. Create the products and the installation kits as a single serialized product.
- B. Create the products as serialized inventory and the installation kits as unsterilized inventory.
- C. Create the products and the installation kits as unsterilized inventory.
- D. Create the products and the installation kits as serialized inventory.

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 88

Universal Containers provides 24/7 service support to its customers. However, their Field Service Technicians have specified working hours. Which two items should the Consultant create? Choose 2 answers.

- A. Create operating hours for the Optimization Engine.
- B. Create operating hours for the Service Resource.
- C. Create operating hours for the Service Territory.
- D. Create operating hours for the Service Appointment.

Answer: B,C ([LEAVE A REPLY](#))

NEW QUESTION: 89

Universal Containers has an initiative to reduce their carbon footprint. What factor should a Consultant recommend using in a Scheduling Policy to meet the above requirement?

- A. Remove the Match Location Work Rule.
- B. Remove the ASAP Service Objective.
- C. Add the Maximum Travel From Home Work Rule.

D. Give the Minimize Travel Service Objective the highest weight.

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 90

universal container UC services customers in multiple time zones. UC

Dispatcher need to see the dates and time in dispatcher console for the time zone where jobs are being performed How should the consultant configure this?

- A. Set the dispatch console to display in the user time zone in field service settings
- B. Set the dispatch console to display in territory time zone in the field service settings
- C. Configure the dispatcher user time zone to the same as territories they manage
- D. Create the formula to calculate the time zone offset from the user to territory time zone

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 91

Universal Containers wants to ensure that Service Appointments are dispatched to Resources from the same Service Territory only. How can this be configured?

- A. Ensure the Resource's Address is in the same Match Territory as the Service Appointments.
- B. Include the Resource Availability Work Rule in the Scheduling Policy.
- C. Mark the Service Territory's Resources as Required on the Service Appointments.
- D. Include the Match Territory Work Rule in the Scheduling Policy.

Answer: D ([LEAVE A REPLY](#))

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NEW QUESTION: 92

Universal Containers has implemented a Flow that allows Technicians to replace faulty or damaged Assets directly from within the Salesforce Field Service mobile app.

Once a replacement has been made, where can the Asset Relationships be viewed?

- A. Only the Primary Assets related list on the Work Order object
- B. Only the Primary Assets related list on the Asset object
- C. Both the Primary Assets and Related Assets related lists on the Asset object
- D. Both the Primary Assets and Related Assets related lists on the Work Order object

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 93

A technician reported that the travel time calculated between appointments is often too short because of job delays throughout the day.

Which setting should a consultant consider to improve travel time accuracy?

- A. Travel speed unit, actual travel time
- B. Street level routing, Default travel speed
- C. Estimated travel time, minimize travel
- D. Minimum grade, default operating hour

Answer: B (LEAVE A REPLY)

NEW QUESTION: 94

Universal Containers wants to provide a pro-formal invoice to their customer at the completion of a Work Order. Which three should a Consultant set up in order to achieve this requirement?

- A. Create Work Order Line Items with Products.
- B. Create Account-wide Discounts.
- C. AppCreate Products and Price Book Entries.
- D. Apply Promotion to the Work Order.
- E. Apply Price Book to the Work Order.

Answer: A,C,E (LEAVE A REPLY)

NEW QUESTION: 95

When should both the Root Work Order and Root Work Order Line Item fields be added to page layouts?

- A. When a service process dictates that there is a single level in a Work Order Hierarchy and more than two levels in the Work Order Line Hierarchy.
- B. When a service process dictates that there are two levels in a Work Order Hierarchy and two levels in the Work Order Line Hierarchy. (Parent Work Order can be used)
- C. When a service process dictates that there are more than two levels in a Work Order Hierarchy and more than two levels in the Work Order Line Hierarchy.
- D. When a service process dictates that there are more than two levels in a Work Order Hierarchy and more than a single level in the Work Order Line Hierarchy.

Answer: C (LEAVE A REPLY)

NEW QUESTION: 96

A customer wants to return a defective product instead of scheduling a service appointment. How should this product be tracked in field service lightning?

- A. Create return order and return order line item
- B. Create a return order and relate it to the product
- C. Create a product request and product request line item
- D. Create a work order and work order line

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 97

Universal Containers's (UC) Technicians use the iOS Salesforce Field Service mobile app to track Service Appointments. UC requires some customers to sign their Service Reports when work is completed. The majority of UC's customers receive a Service Report without signature capture.

How should a Consultant configure Salesforce Field Service to support customer signatures?

- A. Generate a Service Report with a Signature Type.
- B. Build a Flow on the Service Appointment record.
- C. Install an AppExchange eSignature solution.
- D. Supply each Service Technician with a portable printer.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 98

which configuration can universal containers use to brand the field service lightning mobile app?

- A. Company colours
- B. Company style sheets
- C. Company address
- D. Company logo

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 99

Technician often need to generate reports in customer language

Which configuration should the consultant recommend to meet the requirements?

- A. Update the language of the current user
- B. Update the default language of the organization
- C. Add the service report language field to the work order page layout
- D. Add the language field to the contact page layouts

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 100

Which two objects are required when configuring an optimization job?

Choose 2 answers

- A. Service territory
- B. Scheduling policy
- C. Polygons
- D. Work type

Answer: A,B ([LEAVE A REPLY](#))

NEW QUESTION: 101

A service technician at Ursa Major Solar handles yearly maintenance checks. The job usually lasts 2 to 3 hours. Due to the lack of customer availability, many appointments are cancelled or need to be rescheduled at the last minute.

Which two features would be most helpful in aiding the dispatcher with updated schedules for technicians?

Choose 2 answers

- A. Reshuffle
- B. In-day Optimization
- C. Resource Schedule Optimization
- D. Group Nearby

Answer: A,D ([LEAVE A REPLY](#))

NEW QUESTION: 102

Universal Containers technicians frequently need to request more parts from another inventory location when stock runs low.

How can universal container technicians achieve this for each product requested?

- A. Create a product request and a product request line item.
- B. Create a shipment and a product request line item.
- C. Create a product consumed and a product request line item.
- D. Create a work order line item and a product request line item.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 103

Universal Containers (UC) wants to track all customer work requests. UC has no requirement to track where the work originated from, but does need the requests tied to the customer's account. What should a Consultant recommend to track these work requests?

- A. Cases Only
- B. Work Orders and Cases
- C. Cases, Work Orders, and Tasks
- D. Work Orders only

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 104

Universal Containers wants to ensure that only Field Technicians with a specialized certification are sent Work Orders of a specific type. In which two ways can a Consultant ensure the correct Resources are assigned to Work Orders? Choose 2 answers.

- A. Assign Skills and Skill Levels to Resources.
- B. Implement Work Types and Skill Assignments.
- C. Assign Skills and Skill Levels to Users.
- D. Implement Assignment Rules and Work Orders.

Answer: ([SHOW ANSWER](#))

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