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Salesforce Advanced Field Service Accredited Professional Sample Questions (Q35-Q40):

NEW QUESTION # 35

Universal Containers services customers in the public sector. When technicians are needed for repair jobs in government buildings, it is crucial that only technicians with the relevant security badge are selected for the job.

Which two configuration options can a consultant recommend to achieve the business requirement?

- A. Create 'Resource Preferences' of Type 'Required' for Accounts that require specific Service Resources
- B. Create an Apex Trigger that deletes 'Assigned Resources' that are not defined as 'Required Resources' for the Account
- C. Include the 'Match Boolean' Work Rule in the relevant Scheduling Policies

- D. Use time-phased skills in order to ensure that only resources with security badges can perform the job
- E. Include the 'Extended Match' Work Rule in the relevant Scheduling Policies

Answer: C,E

Explanation:

To filter resources based on strict criteria (like security clearance), you use Work Rules (Hard Constraints).

* Option B is correct (Match Boolean): This is a simple, effective method for binary requirements. You place a checkbox on the Service Appointment (e.g., "Requires Security Badge") and a corresponding checkbox on the Service Resource (e.g., "Has Security Badge"). The Match Boolean Work Rule enforces that if the Appointment is checked, the Resource must also be checked.

* Option E is correct (Extended Match): If the requirement is more complex (e.g., matching a specific type or level of badge), the Extended Match Work Rule is best. It allows you to match a field on the Service Appointment (or Work Order) to a related list or field on the Service Resource. For example, matching the "Badge Type" required by the Government Account to the "Badge Type" held by the Resource.

* Note: While Skills (Option C) are also commonly used for this, the question specifically points toward Work Rule configurations (Boolean/Extended) often used for strict compliance attributes.

NEW QUESTION # 36

A division of Green Energy Solutions has different work hours for each day, and the daily hours are inconsistent from one week to another (example: this Monday 9 am-4 pm, this Tuesday 8 am-6 pm, next Monday 8 am-3 pm, next Tuesday 9 am-2 pm). This creates a lot of overhead.

What can an administrator configure to add efficiencies into their scheduling process and mitigate administrative overhead?

- A. Create Operating Hours for all combinations and build a workflow to change the Service Territory Operating Hours every week
- B. Create Operating Hours with no availability, and use Shifts to define the daily changing availability
- C. Create a Service Territory with Operating Hours that encompasses all the hours, then create jobs for the specific hours needed to be covered
- D. Create Operating Hours that encompasses all the hours, then create non availabilities for the hours that are off on a given day

Answer: B

Explanation:

This addresses the "Shift vs. Operating Hours" architecture.

* Option B is correct. When a schedule has no consistent weekly pattern, using standard Operating Hours (which repeat Mon-Sun indefinitely) is inefficient. The best practice is to assign the Service Territory Member (the resource) a "Shell" Operating Hours record that has zero time slots (No Availability).

* You then use Shifts to define the specific working times for specific dates (e.g., "Nov 1st: 9am-2pm").

* Because the base Operating Hours are empty, the Scheduling Engine looks only at the Shifts to determine availability. This avoids the conflict of having to "subtract" time from a standard day or constantly update the base record.

NEW QUESTION # 37

Universal Containers sells capital equipment that includes a 90-day warranty for repairs. They also offer a 'Preventative Maintenance Service Contract' for the purchase.

What data model and solution approach should a Field Service consultant recommend?

- A. Establish a new customer on-boarding administration role and have that Service Resource manually create the 'Asset' records and create custom checkbox fields to determine if the 'Asset' is under 'Warranty' and signed up for the 'Preventative Maintenance Service Contract'
- B. Use 'Opportunity Products' that will create 'Assets' when the 'Opportunity' is 'Won' with automation. That automation can also create a 'Warranty' record for the 90 day period. If a 'Preventative Maintenance Service Contract' is purchased, have an automation to create a 'Service Contract' record, 'Maintenance Plan' record, and 'Maintenance Asset' records
- C. Create a custom object called 'Capital Equipment' and create these records from 'Opportunity Products' when an 'Opportunity' is 'Won'. That record will have a formula checkbox field if it is under 'Warranty'. Create a 'Maintenance Plan' record if the customer signs up for a 'Preventative Maintenance Service Contract'
- D. Set the 'Warranty' and 'Maintenance Plan' as related lists on the 'Account' Record. Create an Automation that will trigger the creation of 'Preventive Maintenance Service Appointments' based on the related 'Maintenance Plan' if a 'Warranty' record

is added as well

Answer: B

Explanation:

This option follows the standard Salesforce Field Service data model and best practices for the "Lead-to-Cash- to-Service" lifecycle.

- * Option C is correct.
- * Assets:Standard automation (or CPQ) converts Opportunity Line Items into Asset records.
- * Warranties:Standard Asset Warranty or Entitlement records track the 90-day coverage.
- * Maintenance:If a recurring service contract is sold, the correct objects are Service Contract (the agreement) and Maintenance Plan (the schedule/generation engine). The specific assets covered are linked via Maintenance Assets.
- * Option A is manual and error-prone.
- * Option B recommends a custom object ("Capital Equipment") when the standard Asset object exists specifically for this purpose.
- * Option D puts lists on the Account, losing the granularity of which specific assets are covered.

NEW QUESTION # 38

A customer wants to collect a mobile worker's geolocation history in the Field Service Mobile App only for some of the resources, while for others, they want this option to be disabled.

How can a consultant implement this requirement?

- **A. Create two 'Field Service Mobile Settings' records and assign it to the relevant profiles, one with the 'Collect Service Resource Geolocation History' set to 'True' and the other set to 'False'**
- B. Under the 'Field Service Settings', go to the 'Mobile App Configuration' tab and select which users should be included in the geolocation collection process
- C. Under the 'Field Service Settings', go to the 'Mobile App Configuration' tab and select which profiles should be included in the geolocation collection process
- D. Under the 'Field Service Mobile Settings', set the 'Collect Service Resource Geolocation History' to 'True'

Answer: A

Explanation:

The Field Service Mobile Settings configuration controls the behavior of the mobile app (branding, location tracking, flows, etc.).

- * Option D is correct. To apply different settings to different groups of users, you must create multiple Field Service Mobile Settings records. You assign these settings records to specific User Profiles.
- * You would create one settings record with "Collect Service Resource Geolocation History" enabled (for the tracked users).
- * You would create a second settings record with it disabled (for the untracked users).
- * You then map the relevant Profiles to the appropriate Settings record.
- * Options A, B, and C imply global settings or non-existent tabs ("Mobile App Configuration" tab where you select users/profiles directly doesn't exist in the global settings in this manner; it is done via the specific Mobile Settings object assignments).

NEW QUESTION # 39

A dispatcher notices that the Service Territory schedule for the next week is full with routine maintenance appointments, while there are several urgent repair jobs still waiting to be scheduled in the appointment list.

Which three actions should the dispatcher take to schedule the urgent repair jobs?

- **A. Check the 'Scheduling Priority' of the repair and maintenance Service Appointments**
- **B. Ensure that the maintenance Service Appointments are not 'Pinned' and can be rescheduled**
- C. Invoke 'Resource Schedule Optimization' for each Service Resource in the Service Territory
- D. Manually update the 'Assigned Resource' on each of the urgent repairs
- **E. Use 'Global Optimization' to optimize the territory schedule for the next week**

Answer: A,B,E

Explanation:

The goal is to fit high-priority work into a schedule already filled with low-priority work.

- * Option B is correct. The system must know that the Repair jobs are more important than the Maintenance jobs. This is handled by the Scheduling Priority field (used in the optimization logic to decide which job to drop if there is a conflict) or the Priority field

mapped to Service Objectives.

* Option C is correct. Global Optimization is the best tool here. It will look at the entire week, see the high-priority unscheduled jobs, and the low-priority scheduled jobs. It will then un-schedule or move the maintenance jobs to make room for the urgent repairs.

* Option D is correct. For Optimization to work, the existing maintenance appointments must not be Pinned. If they are pinned, the optimizer treats them as immovable rock, and it won't be able to free up the time needed for the repairs.

* Option A (Manual assignment) is inefficient and risky (could double-book). Option E (Resource Schedule Optimization) optimizes one person at a time; Global Optimization is better suited for balancing the load across the whole territory.

NEW QUESTION # 40

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