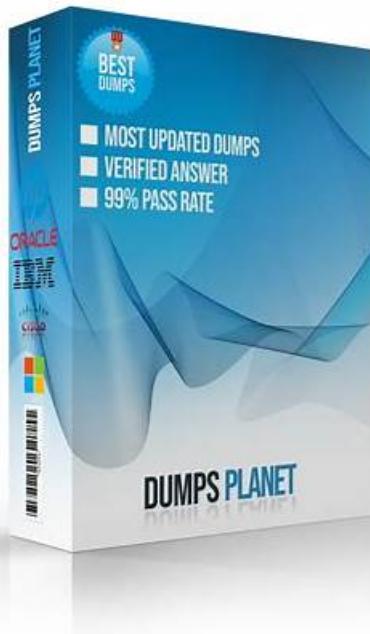


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## Salesforce Advanced Field Service Accredited Professional Sample Questions (Q35-Q40):

### NEW QUESTION # 35

What is the best practice to upload a photo that is taken by the mobile worker to a Work Order? (Choose 2 options)

- A. Post the photo via the 'Feed' tab
- B. Edit the Work Order record through the SFS Mobile App and add the photo as an attachment
- C. Use a quick action of type 'Attach File'

- D. Use a quick action of type 'Upload Photo'
- E. Leverage the Field Service Mobile flow and add image upload component

**Answer: D,E**

Explanation:

Salesforce Field Service provides specific tools for capturing rich media in a structured way.

\* Option B is correct (Mobile Flow): This is the modern best practice. By using a Flow with the File Upload (or Image) screen component, you can guide the technician to take a photo at a specific step in the process (e.g., "Take a photo of the completed installation"). This ensures consistency.

\* Option A is correct (Quick Action): You can configure Quick Actions (specifically Global or Object-Specific actions for File Uploads) in the Field Service Mobile app extension settings. This provides a one-tap button for technicians to launch the camera and attach a file directly to the record.

\* Note: While Option D (Chatter Feed) is possible, it is unstructured data. Options A and B are the "Best Practice" recommendations for process adherence.

### NEW QUESTION # 36

Universal Containers offers installation services that take four days to complete and require certain parts.

After the installation, a training session is provided and a swag kit and framed certificate is provided upon completion.

How should a Field Service consultant model the work so that both visits should have a qualified tech to complete work on each job?

- A. Create Work Order and two Work Order Line Items, each Work Order Line Item has one Service Appointment: one Service Appointment (Multi Day) for installation, and one Service Appointment for training. When the installation Service Appointment is scheduled, update the training Service Appointment so the 'Earliest Start Date' is the day after the 'Scheduled End Date' of the installation Service Appointment
- B. Create Work Order and two Work Order Line Items, each Work Order Line Item has one Service Appointment: one Service Appointment (Multi Day) for installation, and one Service Appointment for Training. Leverage 'Complex Work' to ensure the training is done after the installation
- C. Create two Work Order Line Items, with parent-child dependency. Each Work Order Line Item has one Service Appointment: The parent Work Order Line Item has one Service Appointment (Multi Day) for installation, and one Service Appointment for training. Leverage Crews and add a Training resource as a Crew Member on the last day of the Service Appointment
- D. Create Work Order and two Service Appointments: one Service Appointment (Multi Day) for installation, and one Service Appointment for training. Leverage 'Complex Work' to ensure the training is done after the installation

**Answer: B**

Explanation:

This scenario involves two distinct types of work (Installation vs. Training) with different durations and likely different skill requirements, but they are part of the same customer order.

\* Option C is correct.

\* Data Model: Using Work Order Line Items (WOLIs) is the best practice here. You create one WOLI for the "Installation" (linked to a Work Type that allows Multi-Day) and a separate WOLI for "Training" (linked to a different Work Type). This allows you to track the status and skills for each part separately.

\* Dependency: Using Complex Work (specifically a "Start After Finish" dependency) ensures the Training appointment cannot be scheduled until the Installation is complete.

\* Option A puts both Appointments on the same Work Order parent. While possible, it makes it harder to report on "Training" vs "Install" costs separately and limits the ability to use different Work Types for each appointment automatically.

\* Option B relies on manual updates or custom automation ("When scheduled, update..."), whereas Complex Work (Option C) handles the logic natively during optimization.

### NEW QUESTION # 37

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. Invoke 'Resource Schedule Optimization' for each Service Resource in the Service Territory
- B. Manually update the 'Assigned Resource' on each of the urgent repairs

- C. Check the 'Scheduling Priority' of the repair and maintenance Service Appointments
- D. Use 'Global Optimization' to optimize the territory schedule for the next week
- E. Ensure that the maintenance Service Appointments are not 'Pinned' and can be rescheduled

**Answer: C,D,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 # 38

Universal Containers stores critical job information in the description field on the Service Appointment.

Dispatchers need to have a view into this data from the Gantt with minimal clicks, job information is often many characters.

What should a consultant recommend to meet their requirements?

- A. Add the description field to the 'Service Tooltip Gantt' field set on Service Appointment, this field set controls the tooltip layout shown when hovering over an appointment on the Gantt
- B. Add the description field to the 'Service Appointment List Preview' field set on Service Appointment, this field set controls the fields that appear when a user hovers on the appointment information icon
- C. Add the description field to the 'Service Appointment List Columns' field set on Service Appointment. Adjust column widths to expose the entire description field, this field set controls the fields that appear in the appointment list as columns
- D. Create a list view and add the description field as a column to appear in the Service Appointment list view within the Gantt

**Answer: A**

Explanation:

The requirement is to see data "from the Gantt" (the visual chart) with "minimal clicks."

\* Option D is correct. The Service Tooltip Gantt field set on the Service Appointment object controls the pop-up text box that appears when a dispatcher hovers their mouse over a Service Appointment bar on the Gantt chart. This requires zero clicks and is the fastest way to inspect details like "Description" without opening the full record.

\* Options A, B, and C refer to the "Appointment List" (the textual list on the left side of the console).

While useful, scrolling through long descriptions in a list column is difficult (Option A) and requires looking away from the Gantt chart itself.

### NEW QUESTION # 39

Green Energy Solutions employs a field workforce and must ensure they have coverage to respond to emergencies, which may occur at any given time. GES' field service organization consists of several business units configured as Service Territories, of which a resource may support simultaneously.

Resources do not work in more than a single timezone at a given time, however, GES is looking for a solution to allow their resources to be available for emergency work in the off-hours, in all the territories that they may support.

Which solution should a consultant recommend?

- A. Create a shift for the Service Resource without a specified Service Territory, set the time slot type to 'Designated' and verify that the shift is contained in the Primary Territory membership dates
- B. Create a shift for the Service Resource without a specified Service Territory, use recordset filter criteria to apply to emergencies only, and verify that the shift is contained in the Primary Territory membership dates
- C. Create a shift for each Service Territory the Service Resource may belong to, set the time slot type to 'Designated' to apply to emergencies only, and verify that the shift is contained in the Primary Territory membership dates
- D. Service Resources cannot be assigned to more than one Service Territory

## Answer: A

Explanation:

This scenario requires managing availability for resources who work across multiple territories (Primary and Secondary memberships) specifically for "off-hours" emergencies.

- \* Option D is correct because Shifts in Salesforce Field Service allow you to define ad-hoc availability outside of standard Operating Hours. Crucially, if you create a Shift without specifying a Service Territory, that availability applies to the resource's Primary Territory by default. However, because the resource also holds Secondary Territory Memberships for the other business units, the scheduling engine (specifically the "Match Territory" Work Rule) recognizes this availability as valid for those territories as well, provided the shift falls within the membership dates.
- \* Setting the Time Slot Type to 'Designated' (or 'Extended') is the standard way to mark time for specific work types (like Emergencies) using Work Rules that filter on those time slot types.
- \* Option B is incorrect because creating a separate shift for every territory is administrative overhead and unnecessary when a single non-territory-specific shift can cover the resource's availability across their memberships.
- \* Option A is factually incorrect; resources can have multiple territory memberships.

## NEW QUESTION # 40

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