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Quiz Salesforce - AP-209 –Efficient Valid Test Preparation

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Salesforce Advanced Field Service Accredited Professional Sample Questions (Q22-Q27):

NEW QUESTION # 22

Universal Containers has many service centers across the country in which spare parts and other inventory items are stored. Every morning, technicians are required to arrive at the service center closest to their home and pick up inventory items based on their work assignments. At the end of the day, technicians travel back to the service center to return any unused or damaged parts (travel from home to the service center and from the service center back home is at the technicians' expense).

How should the admin configure the Service Territory Member address?

- A. Use the address of the service center that the technician is assigned to
- B. Use the technician's home address
- C. Use the address of the first appointment of the day
- D. Use the customer's address

Answer: A

Explanation:

The Service Territory Member (STM) address defines the Start Location and End Location for the resource's route calculation.
* Option C is correct. The requirement states that travel from Home to the Center is "at the technician's expense" (i.e., off the clock). Therefore, the "Official Company Route" begins when they arrive at the Service Center.

* By setting the STM Address to the Service Center, the optimization engine assumes the technician is at the Service Center at the start of their shift.

* The engine will then calculate travel time for Service Center -> Job 1.

* This matches the business requirement.

* Option A (Home Address): If you set Home, the engine calculates Home -> Job 1 (or Home -> Service Center). This would likely include the commute time in the daily schedule utilization, which contradicts the "at technician's expense" (off-clock) requirement.

NEW QUESTION # 23

A customer needs to cancel all appointments within a specific area due to climate changes that boosted a bushfire.

How should a consultant recommend implementing this requirement?

- A. Create a report for the appointments that are located in this area and use a data import tool to change the appointment's status to 'Canceled'
- B. Change the priority for the appointments to a low priority and run 'In-Day Optimization'
- **C. Draw a polygon on the map for the bushfire area and use the bulk action to 'Unschedule' the appointments**
- D. Create a custom list view for the appointments that should be cancelled, select the appointments and use the 'Unschedule' action

Answer: C

Explanation:

The Dispatcher Console Map is the most efficient tool for geographic mass actions.

* Option A is correct. Salesforce Field Service allows dispatchers to draw custom Map Polygons directly on the Gantt map. Once a polygon is drawn around the affected bushfire area, the dispatcher can right-click the polygon (or use the actions menu) to perform Mass Actions on all Service Appointments contained within that shape. "Unschedule," "Cancel," or "Flag" are standard bulk actions available in this context.

* Option B (Reports/Data Loader) is too slow for an emergency response.

* Option C (Optimization) would just move the appointments to later times, not cancel/unschedule them.

* Option D (List View) is difficult because defining a "bushfire area" using text filters (City, Zip) is often inaccurate compared to drawing the precise boundary on a map.

NEW QUESTION # 24

What two actions should a consultant recommend to ensure that junior employees are prioritized when installations are scheduled?

- **A. Update the 'Skill Level' Service Objective to 'Least Qualified'**
- **B. Increase the resource's priority on the junior Service Resource records, and increase the 'Resource Priority' Service Objective weighting**
- C. Assign a 'Preferred Resource' to a junior service resource when a customer has an installation job
- D. Increase the installation 'Skill Level' for the senior resources, and increase the 'Skill Level Service Objective' weighting
- E. Leverage a 'Match Boolean' Work Rule to match on a custom field 'Is Junior'

Answer: A,B

Explanation:

To prioritize junior resources without creating rigid "hard constraints" (which might prevent scheduling altogether if no junior is available), you should use Service Objectives (Soft Constraints).

* Option C is correct (Resource Priority): By assigning a higher priority value to Junior Service Resource records and adding the "Resource Priority" objective to the scheduling policy, the optimization engine calculates a higher score for these resources. This acts as a general "preference" to use them whenever possible.

* Option E is correct (Least Qualified): The "Skill Level" Service Objective has a setting called "Prefer Least Qualified." When enabled, the engine prefers the resource who has the lowest skill level that still meets the job requirement. For example, if a job requires Skill Level 50, and you have a Senior (Level 90) and a Junior (Level 55), the engine will pick the Junior. This is a best practice to prevent "over-qualified" resources (Seniors) from being booked on routine jobs, keeping them free for complex tasks.

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NEW QUESTION # 25

Green Energy Solutions provide two types of services: 'New Installs' (high revenue, high priority with a 3 day SLA) and 'Inspections' (proactive, low priority activities due 3 months out). The company incurs a penalty for missing due dates which the service manager would like to avoid. However, not at the expense of a new install.

What should the consultant's recommendation be in such a case?

- A. Use a 'Dynamic Priority' formula field that increases the value of the priority each day, up to a value of '2' (using the 1-100 scale) and set the priority of the new install jobs to '1'
- B. For inspections with a due date taking place in the next 7 days, set the 'Schedule Over Lower Priority' Boolean to 'True'
- C. Set up an automation that sets the priority value to '1' for all inspections that are due tomorrow, and set the priority of the New install jobs to '1' as well
- D. Add the 'ASAP' Service Objective to the Scheduling Policy, with a 'Relevance Group' that only considers new installs. Set the weight of that Service Objective to be higher than the 'Priority' Service Objective

Answer: C

Explanation:

The goal is to prevent low-priority "Inspections" from being ignored indefinitely until they miss their deadline, without permanently ranking them above high-value "New Installs."

* Option B is correct (based on the scenario's specific constraints). By using automation to elevate the Inspection's priority to '1' (High) only when it is due "tomorrow," the system treats it as urgent only when necessary to avoid the penalty. Since "New Installs" are also Priority '1', the two will compete on equal footing on that final day, ensuring the Inspection has a fighting chance to be scheduled alongside high-value work.

* Option C (Dynamic Priority) is a standard solution for "aging" work. However, the option states it caps the value at '2'. In standard SFS priority (where 1 is highest), a '2' will never beat a '1'. Therefore, the inspection would still likely be bumped by a New Install (Priority 1) even on its due date, leading to a penalty.

* Option D ("Schedule Over Lower Priority") is used for emergency reshuffling, but does not inherently solve the prioritization logic between these two specific task types.

NEW QUESTION # 26

What are three key considerations when working with a customer on their Service Territory management design?

- A. Sizing to 20 qualified candidates per Appointment
- B. Ensuring all resources have skill assignments
- C. Aligning all Territories to geographic regions
- D. Sizing to 50 resources per Territory
- E. Sizing to 1,000 Appointments per day, per Territory

Answer: A,C,D

Explanation:

Service Territory design heavily impacts the performance of the Gantt and Optimization engine.

* Option C is correct: Historically, Salesforce recommended keeping Service Territories to around 50 Resources to ensure the Gantt loads quickly and optimization runs efficiently. (While limits have increased, this remains a safe "rule of thumb" for design).

* Option D is correct: Territories are almost always Geographic. This drives the travel time calculations, which are central to the Field Service value proposition.

* Option B is correct: This refers to the Appointment Booking search space. If a territory is too massive, the engine has to score thousands of candidates, which is slow. Designing territories/policies so that the engine evaluates a focused set (e.g., ~20 qualified candidates) ensures sub-second response times for booking slots.

* Option A (Skill assignments) is about Resources, not Territory structure.

NEW QUESTION # 27

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