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Salesforce Advanced Field Service Accredited Professional Sample Questions (Q30-Q35):

NEW QUESTION # 30

A customer wants to assign work to Resources by postal code coverages, each Resource covering one or more postal codes. The solution must also support Scheduling and Optimization.

What should a consultant recommend to meet the customer's requirements?

- A. Define each postal code as a Service Territory, assign Resources through STM (Service Territory Member) record to the Territory they need to cover
- B. Model each postal code as a record in a custom object, and use the 'Extended Match' Work Rule to assign the Resources to Appointments within their postal code coverage using another custom junction object
- C. Model each postal code as a skill, assign the skill to the relevant Resources, and set the skill as a required skill for each Service Appointment within the postal code area
- D. Use 'Match Fields', set the relevant postal code coverage on the resources level and on the Service Appointment level

Answer: B

Explanation:
Mapping resources to specific Zip Codes (which are not necessarily Service Territories) is a common high- volume requirement.
* Option A is correct.Creating a standard Service Territory foreverypostal code (Option D) creates a hierarchy that is too deep and hurts performance.
* Instead, modeling "Zip Code Coverage" as aCustom Object(or data table) allows for a cleaner data model. You then use theExtended Match Work Rule. This rule is highly flexible; it can verify that the Zip Code on the Service Appointment matches a record in the Zip Codes Covered related list on the Service Resource. This supports optimization without bloating the Territory or Skill tables.
* Option B (Match Fields)only works for 1-to-1 matching (e.g., The Resource hasonezip field). It cannot easily handle a resource covering 50 different zip codes unless you use the custom object approach described in A.

NEW QUESTION # 31

Which consideration should a consultant take when advising a customer on their Field Service Mobile App strategy, in a case where the Service Resources are named contractors who provide their own mobile devices?

- A. Set all records to private to ensure customer data confidentiality
- B. Field Service Mobile App is optimized for a handful of Android and iOS devices. Refer to 'Salesforce Help and Training' for the latest update
- C. Contractor licenses do not include access to the Field Service Mobile App
- D. Since all Service Resources are named contractors, 'Collect Service Resource Geolocation History' should be disabled

Answer: B

Explanation:
When dealing with a Bring Your Own Device (BYOD) strategy (common with contractors), device compatibility is the biggest technical hurdle.
* Option B is correct.Salesforce explicitly publishes a list ofsupported devices and operating systems (iOS and Android versions)6. Since the company does not own the phones, they cannot guarantee every contractor has a compatible device. The consultant must warn the client to check these specs against their contractors' hardware.
* Option Ais a policy decision, not a technical constraint. Youcantrack contractor location if they agree to it.
* Option Cis false; Contractor licenses (Community Plus)doinclude access to the Field Service Mobile App.

NEW QUESTION # 32

What should a consultant recommend to help a customer with their initiative to reduce their carbon footprint?

- A. Give 'Minimize Travel' Service Objective the highest weight.
- B. Remove the 'ASAP' Service Objective.
- C. Add the 'Maximum Travel from Home' Work Rule.
- D. Remove the 'Match Location' Work Rule.

Answer: A

Explanation:
Reducing a carbon footprint in field service is primarily achieved by reducing the fuel consumption and distance driven by the fleet.
* Option B is correct.TheMinimize TravelService Objective calculates the travel distance/time for each potential appointment slot.

By giving this objective thehighest weightin the Scheduling Policy, the optimization engine will aggressively prioritize schedules that have the shortest routes, even if it means sacrificing other metrics (like "ASAP" or "Preferred Resource"). Shorter routes directly equate to less driving and lower emissions.
* Option A (Remove ASAP) might help slightly by removing the urgency to book "now" (which can cause inefficient routing), but it doesn'tproactivelyoptimize for low mileage like Option B does.
* Option C (Maximum Travel Work Rule) is a hard limit (e.g., "Don't travel more than 50 miles"). While it prevents extreme outliers, it doesn't optimize the routeswithinthat radius.

NEW QUESTION # 33
Universal Containers uses In-Day Optimization to optimize a Service Territory schedule during working hours. The dispatchers have recently noticed that In-Day Optimization reschedules Service Appointments in status 'In Progress' to other Service Resources, which requires them to correct the schedule manually.
What should a consultant recommend to troubleshoot this behavior?

- A. Check if the 'Optimization Request' status is 'In Progress'
- B. Review if the 'In Progress' status is configured in 'Status Transitions' under 'Field Service Settings'.
- C. Review if the 'In Progress' status is excluded from In-Day Optimization under 'Field Service Settings'.
- D. Check if the Scheduling Policy includes the 'Resource Availability' Work Rule.

Answer: C

Explanation:
When running optimization (Global or In-Day), the engine is allowed to move any appointment that is not
"Pinned."
* Option C is correct.In Salesforce Field Service, you must explicitly define which statuses are consideredPinned(immovable) during optimization. This is configured inField Service Settings > Optimization > Logic. If the 'In Progress' status isnotselected in the "Pinned Statuses" list, the optimization engine sees that appointment as movable. To improve the schedule, it might unassign the current tech and assign a different one, even though the tech is already on-site.
* Ensuring 'In Progress' is "excluded from optimization logic" (Pinned) forces the engine to schedule aroundthat appointment rather than moving it.
* Option B refers to "Status Transitions," which controls the lifecycle flow (e.g., New -> Scheduled -> In Progress) but does not control the scheduling engine's permission to move the job.

NEW QUESTION # 34
A customer provides services for a variety of products, and the capability for resources to perform services is often machine-specific. The customer explains that there are about 100 combinations of services and products that a single resource may support, and is concerned about performance.
Which configuration option should a consultant recommend?

- A. Configure skills for each combination of services and products that a resource may support
- B. Configure an 'Extended Match' Work Rule to represent the services that resources perform. Utilize skills to filter resources by the vendors or products that they support
- C. Configure skills to represent the services that resources perform. Utilize the 'Extended Match' Work Rule to filter resources by the products that they support
- D. Utilize an Extended Match Work Rule and custom table with records to represent each combination of services and products that a resource may support

Answer: C

Explanation:
This question addresses the limits of Skills (Work Rules) vs. Extended Match (CustomCriteria).
* Option B is correct.This offers the most efficient hybrid approach9.
* Skills:Use standard Skills for the "Service Type" (e.g., "Repair," "Install"). This is simple and low-volume.
* Extended Match:Use theExtended Match Work Ruleto handle the "Product" matching. Instead of creating thousands of skills (e.g., "Repair-ModelX," "Repair-ModelY"), you create a custom object or field logic that matches theAsset's Productto a list ofProducts Supportedon the Resource's record. Extended Match is designed exactly for this "Pattern Matching" without polluting the Skills table.
* Option Cis incorrect because creating a unique skill for everycombination(100+ per resource) leads to
"Skill Explosion." This bloats the data model and degrades optimization performance10.

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