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ACCUPLACER Reading Comprehension Practice Questions 2026/2027 – Real Exam Prep with Verified Answers

Read the passages and answer the questions that follow: People loved to come to the Grogrande Bakery. When one opened the door an exquisite fragrance of newly baked bread and cakes greeted the nostrils; and, if you were not hungry when you entered, you were sure to become so when you examined and smelled the delicious pies and doughnuts and gingerbread and buns with which the shelves and show-cases were stocked. There were trays of French candies, too; and because all the goods were fresh and wholesome the bakery was well patronized and did a thriving business. - correct answer-

What is the main idea of this passage?

A: People love to eat bread.

B: People loved to come to the Grogrande Bakery.

C: Gingerbread is delicious.

D: The Grogrande bakery made a ton of money. - correct answer-B. The passage describes all of the reasons why the bakery was appealing.

Which word best defines the function of the passage?

A: interrogative.

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Salesforce Advanced Field Service Accredited Professional Sample Questions (Q39-Q44):

NEW QUESTION # 39

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

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

Answer: A,C

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.

NEW QUESTION # 40

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. Create a list view and add the description field as a column to appear in the Service Appointment list view within the Gantt
- B. 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
- 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. 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

Answer: B

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 # 41

A customer doesn't want contractors to be considered in optimization runs.
How can a consultant implement this requirement?

- A. Create 'Match Field' Work Rule and include it in the Scheduling Policy
- **B. Create 'Match Boolean' Work Rule and include it in the Scheduling Policy**
- C. Create 'Extended Match' Work Rule and include it in the Scheduling Policy
- D. Create 'Count Rule' Work Rule and include it in the Scheduling Policy

Answer: B

Explanation:

To exclude a specific subset of resources from being scheduled by the optimization engine, you use a Hard Constraint Work Rule.

* Option D is correct. The Match Boolean Work Rule is designed to filter resources based on a checkbox (Boolean) field.

* You would create a custom checkbox on the Service Resource object (e.g., Is_Contractor__c).

* You configure the Match Boolean rule in the Scheduling Policy to enforce that Is_Contractor__c must be False.

* When optimization runs, any resource where Is_Contractor__c = True fails the rule and is completely ignored/excluded from the schedule calculation.

* Option A (Count Rule) limits volume, it doesn't exclude.

* Options B and C (Match Field/Extended Match) match properties between the Job and the Resource (e.g., Skill or Location matching), which is not the same as a blanket exclusion of a resource type.

NEW QUESTION # 42

Universal Containers would like to track Asset downtime.

What should a consultant recommend if a company wants to track Asset downtime?

- **A. Use 'Asset Downtime Periods'.**
- B. Create custom fields on the Asset record to track.
- C. Create a custom object to track.
- D. Use 'Asset Timelines'.

Answer: A

Explanation:

Salesforce Field Service provides a standard object specifically designed to track when an Asset is unavailable, so that availability and reliability KPIs can be reported accurately.

* Option D is correct. 'Asset Downtime Periods' is the standard out-of-the-box object that records when an Asset is down, including the start and end time and whether the downtime was planned or unplanned. These records are used to calculate Availability and Reliability metrics, and they integrate with maintenance and service contract reporting.

* Option A is incorrect because 'Asset Timelines' is a visualization tool that displays Asset history, not the data store that captures downtime.

* Options B and C are incorrect because a custom object or custom fields would duplicate functionality that Salesforce already provides natively, and would not integrate with the standard Availability/Reliability calculations.

NEW QUESTION # 43

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 a Service Territory with Operating Hours that encompasses all the hours, then create jobs for the specific hours needed to be covered
- **B. Create Operating Hours with no availability, and use Shifts to define the daily changing availability**
- C. Create Operating Hours for all combinations and build a workflow to change the Service Territory Operating Hours every week
- 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 # 44

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