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

NEW QUESTION # 39

A Customer is outsourcing some of the maintenance work to third-party contractors (named contractors, not capacity based). Unlike internal employees who have consistent working hours (Mon-Fri, 8 am-5 pm), contractors' working hours vary from day to day.

The internal employees' availability is set with Operating Hours, while the contractors' availability is set with Shifts on top of these Operating Hours. As a result, on days where the contractor's workday ends at 4 pm, for some reason the contractors still show up as valid candidates for a visit scheduled to end at 5 pm.

What should a consultant change to prevent such behavior?

- **A. Create an 'Operating Hours' record with no time slots and assign it to the contractors through the STM (Service Territory Member) record. That will override the Territory's regular 'Operating Hours' and the contractor's availability will be derived only from Shifts**
- B. Change the current 'Operating Hours' assigned to everyone to end at 4 pm (instead of 5 pm) and set the 4 pm till 5 pm availability using Shifts
- C. Set the contractors as a 'Capacity Based' resources and limit their working hours per day
- D. Instead of using Shifts, create multiple 'Operating Hours' records and assign each record to the contractor STM (Service Territory Member) and change on a daily basis

Answer: A

Explanation:

This issue arises because Salesforce Field Service calculates availability by combining Operating Hours AND Shifts. If a user has Operating Hours of 9-5, they are fundamentally "Available" during that time. A Shift is typically used to add or extend availability (or define it if using specific settings), but standard Operating Hours often take precedence as the "Base."

* Option A is correct. To have a resource's availability defined exclusively by variable Shifts, the best practice is to assign them a "Shell" or "Empty" Operating Hours record (one with zero time slots defined). With no base hours, the system looks only to the Shifts to determine when the resource is working. This ensures that if a Shift ends at 4 PM, the resource is truly unavailable at 5 PM.

* Option B is administratively impossible (you cannot automate changing the STM Operating Hours record lookup daily without complex custom code, and it's not a standard practice).

NEW QUESTION # 40

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 'Match Location' Work Rule.
- C. Add the 'Maximum Travel from Home' Work Rule.
- D. Remove the 'ASAP' Service Objective.

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. The Minimize Travel Service Objective calculates the travel distance/time for each potential appointment slot. By giving this objective the highest weight in 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't proactively optimize 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 routes within that radius.

NEW QUESTION # 41

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. 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
- B. Use 'Match Fields', set the relevant postal code coverage on the resources level and on the Service Appointment level
- 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. Define each postal code as a Service Territory, assign Resources through STM (Service Territory Member) record to the Territory they need to cover

Answer: A

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 for every postal code (Option D) creates a hierarchy that is too deep and hurts performance.

* Instead, modeling "Zip Code Coverage" as a Custom Object (or data table) allows for a cleaner data model. You then use the Extended 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 has one zip field). It cannot easily handle a resource covering 50 different zip codes unless you use the custom object approach described in A.

NEW QUESTION # 42

Which parts of the 'Dispatcher Console' support adding Custom Actions? (Choose 3 options)

- A. Child Service Territories in the Gantt
- **B. Individual Service Appointments in the Appointment list**
- C. Multiple Service Resources in the Gantt
- **D. Multiple Service Appointments in the Appointment list**
- **E. Individual Service Resources in the Gantt**

Answer: B,D,E

Explanation:

Custom Actions (configured in Field Service Settings) allow dispatchers to trigger Apex classes or Visualforce pages/components from the console.

* Option B is correct: You can add custom actions to the Resource List on the Gantt (e.g., right-click a technician's name to "Send SMS" or "Show on Map").

* Option E is correct: You can add custom actions to individual Service Appointments (e.g., right-click an appointment bar or list item to "Reschedule" or "Print Label").

* Option D is correct: You can add Mass Actions to the Appointment List (select multiple checkboxes -> Actions -> "Bulk Dispatch").

* Note: You generally cannot perform custom actions on the "Service Territory" grouping headers (Option A) or multiple resources simultaneously (Option C) in the standard UI.

NEW QUESTION # 43

Out of the below options, which three questions should a consultant typically ask during the first day of an initial implementation?

- A. Which Dynamic Gantt features should be incorporated into the use cases?
- B. What Service Objectives and what should their corresponding weights be within the different Scheduling Policies?
- **C. How are the different business units set up? Geographical/ functional/ both?**
- **D. What needs to be synced with Salesforce? What integration is needed with external apps?**
- **E. What are the different types of services provided to customers? What are the skills required and the estimated duration?**

Answer: C,D,E

Explanation:

During the "Day 1" or Scoping phase of an implementation, the goal is to define the high-level architecture and business model.

* A is correct: Defining Integration points (ERP, HR, Inventory) is a foundational requirement that dictates the project scope and data strategy.

* D is correct: Defining the Work (Work Types, Skills, Durations) is the core of the Field Service data model. You cannot configure the system without knowing what services are being performed.

* E is correct: Defining the Territory Structure (Business Units) sets up the security model, sharing settings, and resource organization.

* Options B and C are incorrect for the first day because they are detailed configuration specifics (Refinement). You cannot define "Service Objective Weights" or "Gantt Features" until you understand the basic business goals, services, and territories.

NEW QUESTION # 44

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