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Salesforce Advanced Field Service Accredited Professional Sample Questions (Q28-Q33):

NEW QUESTION # 28
Universal Containers sells capital equipment that includes a 90-day warranty for repairs. They also offer a
'Preventative Maintenance Service Contract' for the purchase.
What data model and solution approach should a Field Service consultant recommend?

- A. Establish a new customer on-boarding administration role and have that Service Resource manually create the 'Asset' records and create custom checkbox fields to determine if the 'Asset' is under 'Warranty' and signed up for the 'Preventative Maintenance Service Contract'
- B. Use 'Opportunity Products' that will create 'Assets' when the 'Opportunity' is 'Won' with automation. That automation can also create a 'Warranty' record for the 90 day period. If a 'Preventative Maintenance Service Contract' is purchased, have an automation to create a 'Service Contract' record, 'Maintenance Plan' record, and 'Maintenance Asset' records

- C. Set the 'Warranty' and 'Maintenance Plan' as related lists on the 'Account' Record. Create an Automation that will trigger the creation of 'Preventive Maintenance Service Appointments' based on the related 'Maintenance Plan' if a 'Warranty' record is added as well
- D. Create a custom object called 'Capital Equipment' and create these records from 'Opportunity Products' when an 'Opportunity' is 'Won'. That record will have a formula checkbox field if it is under 'Warranty'.
  Create a 'Maintenance Plan' record if the customer signs up for a 'Preventative Maintenance Service Contract'

Answer: B

Explanation:
This option follows the standard Salesforce Field Service data model and best practices for the "Lead-to-Cash- to-Service" lifecycle.
* Option C is correct.
* Assets:Standard automation (or CPQ) converts Opportunity Line Items intoAssetrecords.
* Warranties:StandardAsset WarrantyorEntitlementrecords track the 90-day coverage.
* Maintenance:If a recurring service contract is sold, the correct objects areService Contract(the agreement) andMaintenance Plan(the schedule/generation engine). The specific assets covered are linked viaMaintenance Assets.
* Option Ais manual and error-prone.
* Option Brecommends a custom object ("Capital Equipment") when the standardAssetobject exists specifically for this purpose.
* Option Dputs lists on the Account, losing the granularity ofwhich specific assetis covered.

NEW QUESTION # 29
A customer has few types of resources: internal full-time, internal part-time, and full-time contractors. The requirement is to prefer full-time employees over contractors, and contractors over part-time employees.
How should a consultant implement this requirement?

- A. Use 'Preferred Resource' Service Objective, assign the full-time employees as preferred for all Accounts.
- B. Use 'Resource Priority' Service Objective, set the full-time employees with priority '10', contractors with priority '9' and part-time with priority '8'.
- C. Use the 'Required Resource' Work Rule and set the full-time employees as required for all Accounts, use the 'Preferred Resource' Service Objective, and set the part-time and contractors as preferred to all Accounts.
- D. Use 'Resource Priority' Service Objective, set the full-time employees with priority '1', contractors with priority '2' and part-time employees with priority '3'.

Answer: B

Explanation:
To tier resources generally (not per customer), you use the Resource Priority Service Objective.
* Option C is correct.TheResource Priorityobjective works on a scoring scale where aHigher Value indicates aHigher Priority. The optimization engine attempts to assign the appointment to the resource that yields the highest overall schedule score.
* By assigning Full-Time = 10, Contractors = 9, and Part-Time = 8, the engine will "score" the Full- Time option highest, followed by the Contractor.
* Option Duses the inverse logic (1, 2, 3). If deployed, the engine would favor the Part-Time employees (Score 3) over the Full-Time employees (Score 1), which is the opposite of the requirement.
* Options A and Brefer toPreferred Resource, which is typically defined on theAccountorWork Order level (e.g., "Bob is preferred for Customer X"). It is not efficient for ranking entiregroupsof employees globally.

NEW QUESTION # 30
Which of the following objects have fieldsets that allow controlling how the data is displayed in the
'Dispatcher Console'? (Choose 3 options)

- A. Service Appointment
- B. Service Resource
- C. Service Territory
- D. Resource Absence
- E. Assigned Resource

Answer: A,B,D

Explanation:
The Dispatcher Console (Gantt) allows admins to customize which fields are visible in various panels and tooltips using standard Salesforce Field Sets.
* A is correct (Resource Absence):You can control what information appears when a dispatcher hovers over a non-availability block (e.g., "Sick Day," "Doctor's Appointment") by editing the field set on the Resource Absence object.
* B is correct (Service Appointment):This is the most heavily customized object. You can configure field sets to control the columns in the Appointment List, the text shown on the Gantt bar, and the fields in the tooltip (hover).
* C is correct (Service Resource):You can customize the resource list (left-hand side of the Gantt) to show fields like "Vehicle Type," "Skill Level," or "Phone Number" by editing the field set on the Service Resource object.
* Options D and E:Service Territory and Assigned Resource do not have direct field sets that control the Dispatcher Consolelayout in the same way the primary transactional objects do.

NEW QUESTION # 31

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. Check the 'Scheduling Priority' of the repair and maintenance Service Appointments
- B. Ensure that the maintenance Service Appointments are not 'Pinned' and can be rescheduled
- C. Invoke 'Resource Schedule Optimization' for each Service Resource in the Service Territory
- D. Use 'Global Optimization' to optimize the territory schedule for the next week
- E. Manually update the 'Assigned Resource' on each of the urgent repairs

Answer: A,B,D

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 theScheduling Priorityfield (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 Optimizationis 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 mustnot 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 # 32

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. 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
- B. 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'
- C. 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
- D. For inspections with a due date taking place in the next 7 days, set the 'Schedule Over Lower Priority' Boolean to 'True'

Answer: A

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 urgentonlywhen 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' willneverbeat 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 # 33

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