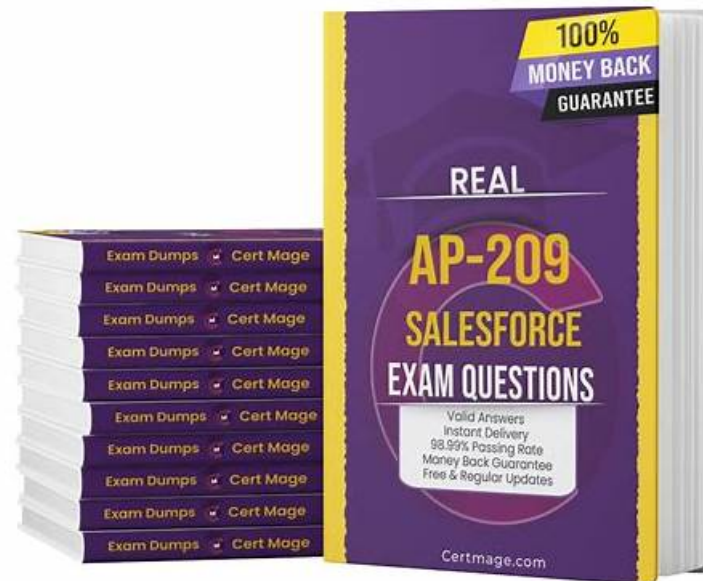


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Salesforce Advanced Field Service Accredited Professional Sample Questions (Q41-Q46):

NEW QUESTION # 41

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

- A. Service Territory
- **B. Service Appointment**

- C. Service Resource
- D. Assigned Resource
- E. Resource Absence

Answer: B,C,E

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 Console layout in the same way the primary transactional objects do.

NEW QUESTION # 42

Which two statements describe 'Global Optimization' accurately?

- A. Optimization can move appointments that were previously scheduled, meaning that the optimizer can slide scheduled service appointments right or left of their current time slot
- B. It's recommended to run Global Optimization during the day of service to fix unexpected in-day changes
- C. Global Optimization runs faster than the Auto Scheduling process
- D. Global Optimization is the only process that supports Service Objectives and Work Rules that are defined in the Scheduling Policy
- E. The Global Optimization process can assess millions of time slots and mobile worker options to produce schedules

Answer: A,E

Explanation:

Global Optimization is the heavy-lifting batch process in Salesforce Field Service designed to create the most efficient schedule possible.

* Option B is correct. Global Optimization uses a powerful algorithm to evaluate millions of potential combinations of resources, times, and routes to find the best overall score based on the Service Objectives.

* Option C is correct. Unlike "Appointment Booking" (which finds a slot for a single job without disturbing others), Global Optimization has the authority to reshuffle (move) existing appointments. It can slide jobs earlier or later, or reassess assignments to minimize travel time and white space (gaps) in the schedule.

* Option A is incorrect; Optimization is a batch process that takes significantly longer than the near real-time "Auto Scheduling."

* Option D describes "In-Day Optimization." Global Optimization is typically run overnight because it changes the whole schedule, which is disruptive during the work day.

* Option E is incorrect; all scheduling methods (Global, In-Day, Resource Schedule Optimization, and Appointment Booking) utilize the Scheduling Policy (Work Rules and Objectives).

NEW QUESTION # 43

Green Energy Solutions employs a field workforce and must ensure they have coverage to respond to emergencies, which may occur at any given time. GES' field service organization consists of several business units configured as Service Territories, of which a resource may support simultaneously.

Resources do not work in more than a single timezone at a given time, however, GES is looking for a solution to allow their resources to be available for emergency work in the off-hours, in all the territories that they may support.

Which solution should a consultant recommend?

- A. Create a shift for the Service Resource without a specified Service Territory, use recordset filter criteria to apply to emergencies only, and verify that the shift is contained in the Primary Territory membership dates
- B. Create a shift for the Service Resource without a specified Service Territory, set the time slot type to 'Designated' and verify that the shift is contained in the Primary Territory membership dates
- C. Create a shift for each Service Territory the Service Resource may belong to, set the time slot type to 'Designated' to apply to emergencies only, and verify that the shift is contained in the Primary Territory membership dates

- D. Service Resources cannot be assigned to more than one Service Territory

Answer: B

Explanation:

This scenario requires managing availability for resources who work across multiple territories (Primary and Secondary memberships) specifically for "off-hours" emergencies.

* Option D is correct because Shifts in Salesforce Field Service allow you to define ad-hoc availability outside of standard Operating Hours. Crucially, if you create a Shift without specifying a Service Territory, that availability applies to the resource's Primary Territory by default. However, because the resource also holds Secondary Territory Memberships for the other business units, the scheduling engine (specifically the "Match Territory" Work Rule) recognizes this availability as valid for those territories as well, provided the shift falls within the membership dates.

* Setting the Time Slot Type to 'Designated' (or 'Extended') is the standard way to mark time for specific work types (like Emergencies) using Work Rules that filter on those time slot types.

* Option B is incorrect because creating a separate shift for every territory is administrative overhead and unnecessary when a single non-territory-specific shift can cover the resource's availability across their memberships.

* Option A is factually incorrect; resources can have multiple territory memberships.

NEW QUESTION # 44

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. How are the different business units set up? Geographical/ functional/ both?**
- C. What Service Objectives and what should their corresponding weights be within the different Scheduling Policies?
- **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: B,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 # 45

Universal Containers offers installation services that takes four days to complete and requires certain parts.

After the installation, a training session is provided and a swag kit and framed certificate is provided upon completion.

How should a Field Service consultant model the work so that both visits should have a qualified tech to complete work on each job?

- **A. Create Work Order and two Work Order Line Items, each Work Order Line Item has one Service Appointment: one Service Appointment (Multi Day) for installation, and one Service Appointment for Training. Leverage 'Complex Work' to ensure the training is done after the installation**
- B. Create Work Order and two Service Appointments: one Service Appointment (Multi Day) for installation, and one Service Appointment for training. Leverage 'Complex Work' to ensure the training is done after the installation
- C. Create Work Order and two Work Order Line Items, each Work Order Line Item has one Service Appointment: one Service Appointment (Multi Day) for installation, and one Service Appointment for training. When the installation Service Appointment is scheduled, update the training Service Appointment so the 'Earliest Start Date' is the day after the 'Scheduled End Date' of the installation Service Appointment
- D. Create two Work Order Line Items, with parent-child dependency. Each Work Order Line Item has one Service Appointment: The parent Work Order Line Item has one Service Appointment (Multi Day) for installation, and one Service Appointment for training. Leverage Crews and add a Training resource as a Crew Member on the last day of the Service Appointment

Answer: A

Explanation:

This scenario involves two distinct types of work (Installation vs. Training) with different durations and likely different skill requirements, but they are part of the same customer order.

* Option C is correct.

* Data Model: Using Work Order Line Items (WOLIs) is the best practice here. You create one WOLI for the "Installation" (linked to a Work Type that allows Multi-Day) and a separate WOLI for "Training" (linked to a different Work Type). This allows you to track the status and skills for each part separately.

* Dependency: Using Complex Work (specifically a "Start After Finish" dependency) ensures the Training appointment cannot be scheduled until the Installation is complete.

* Option A puts both Appointments on the same Work Order parent. While possible, it makes it harder to report on "Training" vs "Install" costs separately and limits the ability to use different Work Types for each appointment automatically.

* Option B relies on manual updates or custom automation ("When scheduled, update..."), whereas Complex Work (Option C) handles the logic natively during optimization.

NEW QUESTION # 46

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