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

NEW QUESTION # 41
Out of the below options, which three questions should a consultant typically ask during the first day of an initial implementation?

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

Answer: A,B,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 theTerritory Structure(Business Units) sets up the security model, sharing settings, and resource organization.
* Options B and Care incorrect for thefirst daybecause 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 # 42

A customer wants to collect a mobile worker's geolocation history in the Field Service Mobile App only for some of the resources, while for others, they want this option to be disabled.
How can a consultant implement this requirement?

- A. Under the 'Field Service Settings', go to the 'Mobile App Configuration' tab and select which users should be included in the geolocation collection process
- B. Create two 'Field Service Mobile Settings' records and assign it to the relevant profiles, one with the 'Collect Service Resource Geolocation History' set to 'True' and the other set to 'False'
- C. Under the 'Field Service Settings', go to the 'Mobile App Configuration' tab and select which profiles should be included in the geolocation collection process
- D. Under the 'Field Service Mobile Settings', set the 'Collect Service Resource Geolocation History' to 'True'

Answer: B

Explanation:
The Field Service Mobile Settings configuration controls the behavior of the mobile app (branding, location tracking, flows, etc.).
* Option D is correct.To apply different settings to different groups of users, you must create multiple Field Service Mobile Settingsrecords. You assign these settings records to specificUser Profiles.
* You would create one settings record with "Collect Service Resource Geolocation History" enabled (for the tracked users).
* You would create a second settings record with it disabled (for the untracked users).
* You then map the relevant Profiles to the appropriate Settings record.
* Options A, B, and C imply global settings or non-existent tabs ("Mobile App Configuration" tab where you select users/profiles directly doesn't exist in the global settings in this manner; it is done via the specific Mobile Settings object assignments).

NEW QUESTION # 43

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 '1', contractors with priority '2' and part-time employees with priority '3'.
- C. Use 'Resource Priority' Service Objective, set the full-time employees with priority '10', contractors with priority '9' and part-time with priority '8'.
- D. 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.

Answer: C

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 # 44

Universal Containers wants to use 'Capacity Based' contractors to complete installations that often require crews and can take more than one day.

What is true about 'Capacity Based Resources'? (Choose 2 options)

- A. Crews can be Capacity Based Resources
- B. Capacity Based Resources can be assigned to Service Appointments that have a Scheduling Dependency
- C. Complex Work does not support Capacity Based Resources
- D. Multi-Day Work does not support Capacity Based Resources

Answer: C,D

Explanation:

Capacity-Based Scheduling is a simplified scheduling model (buckets of work) compared to the standard, granular optimization. Because it ignores specific travel times and start times, it has significant limitations.

* Option B is correct:Capacity-Based Resources (contractors)cannotbe assigned Multi-Day Service Appointments. They work on a "Hours per Day" or "Jobs per Day" limit, and the system cannot span a single appointment record across multiple days for them.

* Option C is correct:Theycannothandle Complex Work (dependencies like "Start Same Time" or

"Follow Immediately"). Since the engine doesn't calculate their precise start time (it just ensures they haveenoughhours in the day), it cannot synchronize their work with other resources.

* Option D is incorrect:You cannot create a Service Crew composed of Capacity-Based resources.

NEW QUESTION # 45

Universal Containers' dispatchers would like to alert technicians when emergency appointments are scheduled and dispatched to them.

Which two configurations should be recommended by the consultant to achieve this?

- A. Create a flow that triggers a Custom Notification to the Assigned Resource when a Service Appointment is dispatched and flagged as an 'Emergency'
- B. Configure 'In Jeopardy' alerts for Field Service
- C. Create a Process Builder that checks the 'In Jeopardy' field when a Service Appointment is dispatched and flagged as 'Emergency'
- D. Configure Custom Notifications for Field Service Mobile

Answer: A,D

Explanation:

To send push notifications to the Field Service mobile app based on specific criteria, you need both the configuration and the automation.

* Option B is correct:You must first enable and configureCustom Notificationsfor the Field Service Connected App. This ensures the mobile device is capable of receiving and displaying the specific notification type.

* Option D is correct:You need an automation trigger (Record-Triggered Flow) to detect the specific business condition: The Service Appointment Status changes to 'Dispatched'ANDthe Priority (or Work Type) is 'Emergency'. The flow then executes the "Send Custom Notification" action targeting the Assigned Resource user.

* Option A and C refer to "Jeopardy," which is a different feature used to warndispatchersabout impending SLA violations, not to notify technicians of new work.

NEW QUESTION # 46

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