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Salesforce Advanced Field Service Accredited Professional Sample Questions (Q17-Q22):

NEW QUESTION # 17

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. Set the contractors as a 'Capacity Based' resources and limit their working hours per day
- 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. 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**
- 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: C

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 # 18

Which three topics should a consultant raise during the project scoping discussion of a field service implementation?

- **A. Work Parameters: how work is being defined**
- **B. Project Objectives: what is essential**
- **C. Terminology: translate objectives and priorities into Field Service**
- D. Sprint Review: to review what will be done during the sprint cycle
- E. Solution Design: request for acceptance

Answer: A,B,C

Explanation:

During Scoping (the initial phase), the goal is to align on the "What" and "Why" before moving to the "How."

* Option A is correct (Work Parameters): You must define what constitutes a "Job" (Work Order), how long it takes, and what skills are needed. This is the foundation of the data model.

* Option C is correct (Terminology): Mapping the customer's language to Salesforce terms (e.g., "We have 'Truck Rolls' -> In Salesforce, that is a 'Service Appointment'") is crucial to avoid confusion throughout the project.

* Option D is correct (Project Objectives): Defining what is "Essential" (MVP) vs. "Nice to Have" sets the project boundaries and success metrics.

* Option B (Sprint Review) happens during the build phase (Agile methodology), not during initial scoping.

* Option E (Solution Design) is the output of the scoping/analysis phase, not a topic you ask about during the initial discovery.

NEW QUESTION # 19

Universal Containers installers are required to complete a standardized quality checklist that includes data inputs as well as capturing some pictures of the completed installation.

How should a Field Service consultant set up the mobile experience for those installers?

- **A. Leverage 'Work Plans' and a flow to launch from a 'Work Step'**
- B. Use 'Deep Linking' in order to achieve this requirement
- C. Give complete edit access to the mobile app so the installers have the flexibility to update what they need
- D. Create fields on the Service Appointment and create a Service Appointment 'Record Update' action for the quality check items and leverage 'Chatter' to post images

Answer: A

Explanation:

This scenario describes a structured process with validation (Checklist + Data + Images).

* Option A is correct. Work Plans are the standard, modern feature for checklists in Salesforce Field Service. A Work Plan consists of "Work Steps." These steps can be linked to a Flow, which provides a user-friendly wizard to capture specific data inputs and upload images in a structured way.

* Option B is the legacy method. Adding fields directly to the Service Appointment creates clutter and doesn't offer a step-by-step "Checklist" experience.

* Option C is a security risk (too much access) and provides no process guidance.

* Option D (Deep Linking) is used to jump out of the app to another app, which is not needed here since SFS can handle flows natively.

NEW QUESTION # 20

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

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

Answer: A,B,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 # 21

Universal Containers has many service centers across the country in which spare parts and other inventory items are stored. Every morning, technicians are required to arrive at the service center closest to their home and pick up inventory items based on their work assignments. At the end of the day, technicians travel back to the service center to return any unused or damaged parts (travel from home to the service center and from the service center back home is at the technicians' expense).

How should the admin configure the Service Territory Member address?

- A. Use the technician's home address
- B. Use the address of the service center that the technician is assigned to
- C. Use the customer's address
- D. Use the address of the first appointment of the day

Answer: B

Explanation:

The Service Territory Member (STM) address defines the Start Location and End Location for the resource's route calculation.

* Option C is correct. The requirement states that travel from Home to the Center is "at the technician's expense" (i.e., off the clock). Therefore, the "Official Company Route" begins when they arrive at the Service Center.

* By setting the STM Address to the Service Center, the optimization engine assumes the technician is at the Service Center at the start of their shift.

* The engine will then calculate travel time for: Service Center -> Job 1.

* This matches the business requirement.

* Option A (Home Address): If you set Home, the engine calculates: Home -> Job 1 (or Home -> Service Center). This would likely include the commute time in the daily schedule utilization, which contradicts the "at technician's expense" (off-clock) requirement.

NEW QUESTION # 22

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