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Salesforce Advanced Field Service Accredited Professional Sample Questions (Q19-Q24):

NEW QUESTION # 19

After running a Global Optimization on an empty Gantt, the dispatcher at Green Energy Solutions noticed that one of the Service Appointments wasn't scheduled, although there seems to be enough white space on the Gantt for it to fit in. What should the dispatcher do to identify the root cause?

- A. Remove the Service Objective with the highest weight from the Scheduling Policy.
- B. Manually drag the Service Appointment to a place on the white space and observe what rule violations are displayed.
- C. Check the 'In-Day Optimization' checkbox on the Scheduling Policy used in the previous run, and re- run the optimization request.
- D. Click on the 'Appointment Booking' action on the appointment from the appointments list to identify which candidates are displayed.

Answer: B

Explanation:

This is the standard troubleshooting procedure for "Why wasn't this scheduled?".

* Option A is correct. If there is white space, but the optimizer didn't use it, there is likely a Rule Violation(Hard Constraint)

preventing it (e.g., The resource is missing a Skill, the Territory doesn't match, or the Travel Time is too long). Manually dragging the appointment to that specific spot on the Gantt triggers the rule validation logic, and the console will pop up a "Rule Violation" message telling you exactly which rule failed (e.g., "Match Skills Rule Violation").

* Option B helps find valid slots, but it doesn't explain why the current white space is invalid.

* Option C addresses scoring (Objectives), not hard constraints (Rules). If there was space, the objectives would just give it a low score, not prevent scheduling entirely (unless the score was 0, but Rule Violations are the more common culprit for unscheduled work).

NEW QUESTION # 20

Universal Containers uses In-Day Optimization to optimize a Service Territory schedule during working hours. The dispatchers have recently noticed that In-Day Optimization reschedules Service Appointments in status 'In Progress' to other Service Resources, which requires them to correct the schedule manually.

What should a consultant recommend to troubleshoot this behavior?

- A. Review if the 'In Progress' status is configured in 'Status Transitions' under 'Field Service Settings'.
- **B. Review if the 'In Progress' status is excluded from In-Day Optimization under 'Field Service Settings'.**
- C. Check if the 'Optimization Request' status is 'In Progress'
- D. Check if the Scheduling Policy includes the 'Resource Availability' Work Rule.

Answer: B

Explanation:

When running optimization (Global or In-Day), the engine is allowed to move any appointment that is not "Pinned."

* Option C is correct. In Salesforce Field Service, you must explicitly define which statuses are considered Pinned (immovable) during optimization. This is configured in Field Service Settings > Optimization > Logic. If the 'In Progress' status is not selected in the "Pinned Statuses" list, the optimization engine sees that appointment as movable. To improve the schedule, it might unassign the current tech and assign a different one, even though the tech is already on-site.

* Ensuring 'In Progress' is "excluded from optimization logic" (Pinned) forces the engine to schedule around that appointment rather than moving it.

* Option B refers to "Status Transitions," which controls the lifecycle flow (e.g., New -> Scheduled -> In Progress) but does not control the scheduling engine's permission to move the job.

NEW QUESTION # 21

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

Answer: B,C

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) cannot be 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: They cannot handle Complex Work (dependencies like "Start Same Time" or "Follow Immediately"). Since the engine doesn't calculate their precise start time (it just ensures they have enough hours 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 # 22

Green Energy Solutions would like to become more competitive by providing a better service experience to prospects calling in to

request an initial assessment visit.

What should a consultant recommend to the business in order to achieve such a goal?

- A. Increase the length of the arrival window offered to the customer from 4 hours to 8 hours, which gives the customer more flexibility in preparing for the visit
- B. Increase the length of the arrival window offered to the customer from 4 hours to 8 hours, as it will ensure that the assessment visit will be completed before the arrival window ends
- C. Reduce the length of the arrival window offered to the customers from 4 hours to 2 hours, which will also allow further flexibility when running optimization
- D. Reduce the length of the arrival window offered to the customers from 4 hours to 2 hours, taking into consideration that this change might impact the quality of optimization

Answer: D

Explanation:

This question addresses the trade-off between Customer Experience and Schedule Optimization.

Reducing the arrival window (e.g., from 4 hours to 2 hours) is a common strategy to improve customer service. Customers prefer shorter wait times and more precise appointments. However, a consultant must identify the technical impact of this business decision.

* Option B is correct because it acknowledges the benefit (customer experience) while correctly identifying the risk. Smaller arrival windows serve as tighter constraints on the scheduling engine (Optimization). The engine has less "wiggle room" to shuffle appointments, which can lead to lower overall utilization or higher travel times.

* Option C is incorrect because reducing the window decreases (restricts) flexibility for optimization, it does not increase it.

* Options A and D suggest increasing the window to 8 hours. While this is great for the optimization engine (maximum flexibility), it is generally considered a poor customer experience to ask a prospect to wait all day (8 hours), contradicting the business goal of being "more competitive."

NEW QUESTION # 23

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

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 # 24

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