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## Salesforce Advanced Field Service Accredited Professional Sample Questions (Q10-Q15):

### NEW QUESTION # 10

A customer provides services for a variety of products, and the capability for resources to perform services is often machine-specific. The customer explains that there are about 100 combinations of services and products that a single resource may support, and is concerned about performance.

Which configuration option should a consultant recommend?

- A. Configure skills for each combination of services and products that a resource may support
- B. Configure an 'Extended Match' Work Rule to represent the services that resources perform. Utilize skills to filter resources by the vendors or products that they support
- C. Utilize an Extended Match Work Rule and custom table with records to represent each combination of services and products that a resource may support
- D. **Configure skills to represent the services that resources perform. Utilize the 'Extended Match' Work Rule to filter resources by the products that they support**

**Answer: D**

#### Explanation:

This question addresses the limits of Skills (Work Rules) vs. Extended Match (Custom Criteria).

\* Option B is correct. This offers the most efficient hybrid approach9.

\* Skills: Use standard Skills for the "Service Type" (e.g., "Repair," "Install"). This is simple and low-volume.

\* Extended Match: Use the Extended Match Work Rule to handle the "Product" matching. Instead of creating thousands of skills (e.g., "Repair-ModelX," "Repair-ModelY"), you create a custom object or field logic that matches the Asset's Product to a list of Products Supported on the Resource's record. Extended Match is designed exactly for this "Pattern Matching" without polluting the Skills table.

\* Option C is incorrect because creating a unique skill for every combination (100+ per resource) leads to

"Skill Explosion." This bloats the data model and degrades optimization performance10.

#### NEW QUESTION # 11

What are the two related lists a consultant will need to pay attention to when viewing Assets that may have been replaced and/or upgraded by new Assets out in the field?

- A. Related Assets related list as it shows Assets that the current Asset replaced
- B. Primary Assets related list as it shows Assets that the current Asset replaced
- C. Primary Assets related list as it shows Assets that replaced the current Asset
- D. Related Assets related list as it shows Assets that replaced the current Asset

#### Answer: A,D

#### Explanation:

Asset replacement and history in Salesforce are tracked using the Asset Relationship object.

\* Options A and B are correct. The Asset Relationship object links two assets together (e.g., Old Asset -

> New Asset) with a relationship type like "Replacement" or "Upgrade." On the Asset page layout, this related list (often labeled "Asset Relationships" or "Related Assets") allows you to see the history in both directions:

\* Forward: See the new asset that replaced this asset (Option A).

\* Backward: See the old asset that this asset replaced (Option B).

\* Options C and D are incorrect. "Primary Assets" is typically a concept associated with Service Contracts (covering the main asset) or Entitlements, not the history of physical swaps/upgrades between asset records.

(Note: The provided PDF source likely contains an error marking D as correct. "Primary Assets" is not the standard location for replacement history.)

#### NEW QUESTION # 12

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

#### Answer: B

#### 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 # 13

What is the best practice to upload a photo that is taken by the mobile worker to a Work Order? (Choose 2 options)

- A. Post the photo via the 'Feed' tab
- B. Use a quick action of type 'Attach File'
- C. Edit the Work Order record through the SFS Mobile App and add the photo as an attachment
- D. Use a quick action of type 'Upload Photo'
- E. Leverage the Field Service Mobile flow and add image upload component

**Answer: D,E**

Explanation:

Salesforce Field Service provides specific tools for capturing rich media in a structured way.

\* Option B is correct (Mobile Flow): This is the modern best practice. By using a Flow with the File Upload (or Image) screen component, you can guide the technician to take a photo at a specific step in the process (e.g., 'Take a photo of the completed installation'). This ensures consistency.

\* Option A is correct (Quick Action): You can configure Quick Actions (specifically Global or Object-Specific actions for File Uploads) in the Field Service Mobile app extension settings. This provides a one-tap button for technicians to launch the camera and attach a file directly to the record.

\* Note: While Option D (Chatter Feed) is possible, it is unstructured data. Options A and B are the "Best Practice" recommendations for process adherence.

### NEW QUESTION # 14

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 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
- C. 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
- 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 # 15

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