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Salesforce Advanced Field Service Accredited Professional Sample Questions (Q26-Q31):

NEW QUESTION # 26

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. Utilize an Extended Match Work Rule and custom table with records to represent 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. Configure skills for 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

NEW QUESTION # 27

Universal Containers (UC) sell Service Contracts to their customers. One of the terms of the Service Contract determines that a UC technician will perform annual maintenance on all the customer's Assets until the contract expires.

UC would like to ensure that when a technician is sent to the customer, the maintenance work is completed in a single visit, and all covered Assets are listed on the Work Order's Service Report.

What Maintenance Plan configuration should a consultant recommend UC?

- A. 'Work Order Generation Method' is set to 'One Work Order Line Item per Asset' and 'Service Appointment Generation Method' is set to 'One Service Appointment per Work Order Line Item'
- B. 'Work Order Generation Method' is set to 'One Work Order per Asset' and 'Service Appointment Generation Method' is set to 'One Service Appointment per Work Order'
- **C. 'Work Order Generation Method' is set to 'One Work Order Line Item per Asset' and 'Service Appointment Generation Method' is set to 'One Service Appointment per Work Order'**
- D. 'Work Order Generation Method' is set to blank and 'Service Appointment Generation Method' is set to 'One Service Appointment per Work Order'

Answer: C

Explanation:

This question tests the Maintenance Plan generation logic.

* Option D is correct. The requirement is Single Visit (One Appointment) for Multiple Assets.

* One Work Order Line Item per Asset: This groups all the assets under a single parent Work Order. Each asset gets its own line item (WOLI) for tracking purposes.

* One Service Appointment per Work Order: This creates a single appointment for the parent Work Order. The technician arrives once and works through the list of line items (Assets).

* Option B ("One Work Order per Asset") would create separate Work Orders (and likely separate Appointments) for every single asset, resulting in multiple visits or a cluttered schedule.

* Option C ("One SA per WOLI") would explicitly create a separate appointment for every single asset line item, causing massive double-booking/overlap.

NEW QUESTION # 28

Technicians are tasked with performing product upgrades at customer sites. During the upgrade process, a new product is installed to replace the obsolete product. For reporting purposes, the information about the obsolete and upgraded products, as well as the customer for which the upgrade is done should be tracked in Salesforce.

Which object should an admin configure to support this process?

- A. Asset Warranty
- B. Child Asset
- **C. Asset Relationship**
- D. Maintenance Asset

Answer: C

Explanation:

This question asks how to track the history/link between an old asset and a new one.

* Option C is correct. The Asset Relationship object is a standard Salesforce object designed specifically to link two assets. It includes fields like Relationship Type (which can be set to "Replacement,"

"Upgrade," etc.) and From Date/To Date. This creates a clear lineage: Asset A was replaced by Asset B.

* Option A (Child Asset) implies a hierarchy (one is part of the other), not a replacement.

* Option D (Maintenance Asset) is used for Maintenance Plans (PMs), not for tracking swap/upgrade history.

NEW QUESTION # 29

What should a consultant recommend to help a customer with their initiative to reduce their carbon footprint?

- A. Add the 'Maximum Travel from Home' Work Rule.
- B. Remove the 'ASAP' Service Objective.
- C. Remove the 'Match Location' Work Rule.
- **D. Give 'Minimize Travel' Service Objective the highest weight.**

Answer: D

Explanation:

Reducing a carbon footprint in field service is primarily achieved by reducing the fuel consumption and distance driven by the fleet.

* Option B is correct. The Minimize Travel Service Objective calculates the travel distance/time for each potential appointment slot. By giving this objective the highest weight in the Scheduling Policy, the optimization engine will aggressively prioritize schedules that have the shortest routes, even if it means sacrificing other metrics (like "ASAP" or "Preferred Resource"). Shorter routes directly equate to less driving and lower emissions.

* Option A (Remove ASAP) might help slightly by removing the urgency to book "now" (which can cause inefficient routing), but it doesn't proactively optimize for low mileage like Option B does.

* Option C (Maximum Travel Work Rule) is a hard limit (e.g., "Don't travel more than 50 miles"). While it prevents extreme outliers, it doesn't optimize the routes within that radius.

NEW QUESTION # 30

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

Answer: B,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) 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 # 31

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