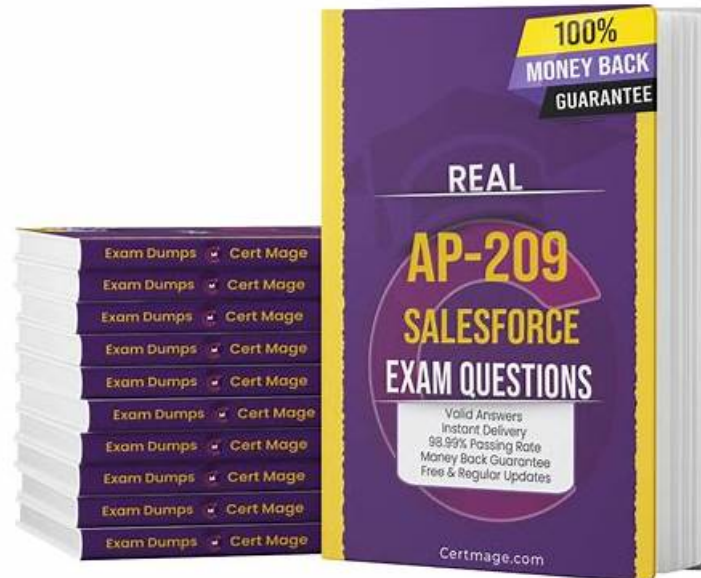


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Salesforce Advanced Field Service Accredited Professional Sample Questions (Q28-Q33):

NEW QUESTION # 28

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 'Resource Priority' Service Objective, set the full-time employees with priority '10', contractors with priority '9' and part-time with priority '8'.
- 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 'Preferred Resource' Service Objective, assign the full-time employees as preferred for all Accounts.
- 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: A

Explanation:

To tier resources generally (not per customer), you use the Resource Priority Service Objective.

* Option C is correct. The Resource Priority objective works on a scoring scale where a Higher Value indicates a Higher 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 D uses 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 B refer to Preferred Resource, which is typically defined on the Account or Work Order level (e.g., "Bob is preferred for Customer X"). It is not efficient for ranking entire groups of employees globally.

NEW QUESTION # 29

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 skills to represent the services that resources perform. Utilize the 'Extended Match' Work Rule to filter resources by the products that they support
- C. Configure skills for each combination of services and products that a resource may support
- D. 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

Answer: B

NEW QUESTION # 30

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

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

Answer: B,C,D

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 # 31

A customer doesn't want contractors to be considered in optimization runs.

How can a consultant implement this requirement?

- A. Create 'Extended Match' Work Rule and include it in the Scheduling Policy
- B. Create 'Count Rule' Work Rule and include it in the Scheduling Policy
- C. Create 'Match Field' Work Rule and include it in the Scheduling Policy
- **D. Create 'Match Boolean' Work Rule and include it in the Scheduling Policy**

Answer: D

Explanation:

To exclude a specific subset of resources from being scheduled by the optimization engine, you use a Hard Constraint Work Rule.

* Option D is correct. The Match Boolean Work Rule is designed to filter resources based on a checkbox (Boolean) field.

* You would create a custom checkbox on the Service Resource object (e.g., Is_Contractor__c).

* You configure the Match Boolean rule in the Scheduling Policy to enforce that Is_Contractor__c must be False.

* When optimization runs, any resource where Is_Contractor__c = True fails the rule and is completely ignored/excluded from the schedule calculation.

* Option A (Count Rule) limits volume, it doesn't exclude.

* Options B and C (Match Field/Extended Match) match properties between the Job and the Resource (e.g., Skill or Location matching), which is not the same as a blanket exclusion of a resource type.

NEW QUESTION # 32

A dispatcher notices that the Service Territory schedule for the next week is full with routine maintenance appointments, while there are several urgent repair jobs still waiting to be scheduled in the appointment list.

Which three actions should the dispatcher take to schedule the urgent repair jobs?

- A. Manually update the 'Assigned Resource' on each of the urgent repairs
- B. Invoke 'Resource Schedule Optimization' for each Service Resource in the Service Territory
- **C. Ensure that the maintenance Service Appointments are not 'Pinned' and can be rescheduled**
- **D. Use 'Global Optimization' to optimize the territory schedule for the next week**
- **E. Check the 'Scheduling Priority' of the repair and maintenance Service Appointments**

Answer: C,D,E

Explanation:

The goal is to fit high-priority work into a schedule already filled with low-priority work.

* Option B is correct. The system must know that the Repair jobs are more important than the Maintenance jobs. This is handled by the Scheduling Priority field (used in the optimization logic to decide which job to drop if there is a conflict) or the Priority field mapped to Service Objectives.

* Option C is correct. Global Optimization is the best tool here. It will look at the entire week, see the high-priority unscheduled jobs, and the low-priority scheduled jobs. It will then un-schedule or move the maintenance jobs to make room for the urgent repairs.

* Option D is correct. For Optimization to work, the existing maintenance appointments must not be Pinned. If they are pinned, the optimizer treats them as immovable rock, and it won't be able to free up the time needed for the repairs.

* Option A (Manual assignment) is inefficient and risky (could double-book). Option E (Resource Schedule Optimization) optimizes one person at a time; Global Optimization is better suited for balancing the load across the whole territory.

NEW QUESTION # 33

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