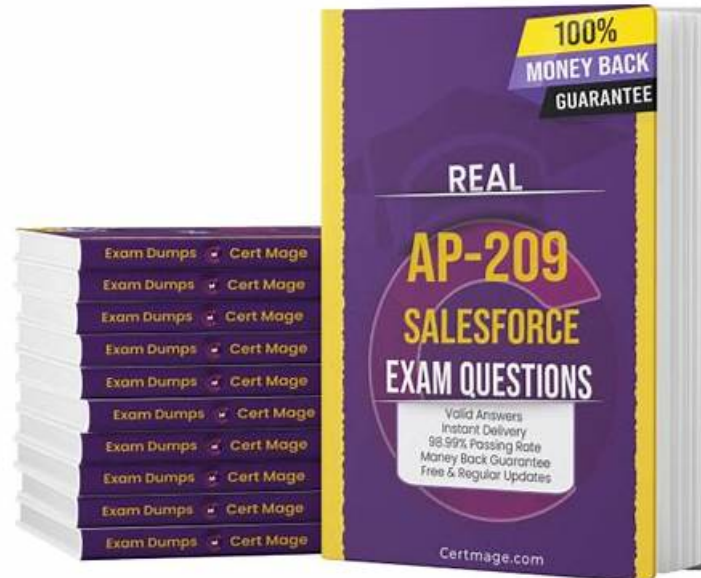


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Salesforce Advanced Field Service Accredited Professional Sample Questions (Q21-Q26):

NEW QUESTION # 21

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. Primary Assets related list as it shows Assets that replaced the current Asset

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

Answer: B,C

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 # 22

Green Energy Solutions would like to track their vehicles' availability, so that once a Work Order is created, both a Service Resource and a vehicle need to be assigned to the work, to ensure that the resource will use an available vehicle for the job. How would a consultant recommend implementing this requirement?

- A. Set the vehicle as a 'Required Product'. Once the Work Order is created it will inherit the 'Required Product' and notify the resource that this vehicle needs to be used for the job
- B. Set the vehicle as a Service Resource, create a Work Order and two Service Appointments, one for the mobile worker and one for the vehicle, use 'Complex Work' with a dependency of type 'Immediately Follow'
- C. Set the vehicle as a 'Required Product'. Once a resource is assigned to the work a 'vehicle' product will be consumed via the Field Service mobile App to indicate that this vehicle is being used
- D. Set the vehicle as a Service Resource, create a Work Order and two Service Appointments, one for the mobile worker and one for the vehicle, use 'Complex Work' with a dependency of type 'Same Start'

Answer: D

Explanation:

The requirement is to schedule two distinct resources (a Human and a Vehicle) for the same job at the same time.

* Option C is correct.

* Vehicle as Service Resource: You must model the vehicle as a Service Resource (Type: Asset) to track its availability on the Gantt and prevent double-booking.

* Complex Work (Same Start): To ensure the vehicle and the technician are booked together, you use Complex Work dependencies. "Same Start" ensures that the vehicle appointment and the technician appointment are scheduled to begin simultaneously.

* Options A and D are incorrect because Products are not scheduled. Consuming a product does not check if the vehicle is available at that specific time, potentially leading to double-booking the van.

* Option B is incorrect because "Immediately Follow" implies a sequence (Technician finishes -> Vehicle starts), which is not how a shared ride/equipment scenario works.

NEW QUESTION # 23

Out of the below options, which three questions should a consultant typically ask during the first day of an initial implementation?

- A. Which Dynamic Gantt features should be incorporated into the use cases?
- B. What needs to be synced with Salesforce? What integration is needed with external apps?
- C. What Service Objectives and what should their corresponding weights be within the different Scheduling Policies?
- D. What are the different types of services provided to customers? What are the skills required and the estimated duration?
- E. How are the different business units set up? Geographical/ functional/ both?

Answer: B,D,E

Explanation:

During the "Day 1" or Scoping phase of an implementation, the goal is to define the high-level architecture and business model.

* A is correct: Defining Integration points (ERP, HR, Inventory) is a foundational requirement that dictates the project scope and data strategy.

* D is correct: Defining the Work (Work Types, Skills, Durations) is the core of the Field Service data model. You cannot configure the system without knowing what services are being performed.

* E is correct: Defining the Territory Structure (Business Units) sets up the security model, sharing settings, and resource organization.

* Options B and C are incorrect for the first day because they are detailed configuration specifics (Refinement). You cannot define "Service Objective Weights" or "Gantt Features" until you understand the basic business goals, services, and territories.

NEW QUESTION # 24

Green Energy Solutions are trying to forecast the number and type of licenses needed to be purchased to support the following resource structure:

Service Territory A has 2 internal resources and 2 contractors set as capacity-based resources: ABC and XYZ, both represent a contractor company. ABC contracting company has 3 individual resources and XYZ contracting company has 4 individual resources.

What type of Field Service licenses and how many of each should Green Energy Solutions purchase?

- **A. 1 Dispatcher, 2 Technicians, and 2 Contractors, plus 7 Contractors (3 for ABC and 4 for XYZ)**
- B. 1 Dispatcher, 9 Technicians, and 2 Contractors
- C. 2 Dispatchers, 2 Technicians, and 1 Contractor, plus 7 Contractors (3 for ABC and 4 for XYZ)
- D. 1 Dispatcher, 1 Technician, and 3 Contractors, plus 7 Contractors (3 for ABC and 4 for XYZ)

Answer: A

Explanation:

This question tests your understanding of Salesforce Field Service License types (Dispatcher, Technician, Contractor).

* 1 Dispatcher: Although not explicitly stated as a user in the text, you always need at least one dispatcher license to manage the schedule. (Typically implied in licensing questions unless "0" is an option).

* 2 Technicians: Territory A has "2 internal resources"1. Internal mobile workers require the standard Field Service Mobile (Technician) license.

* 2 Contractors (Capacity-Based): The question states "2 contractors set as capacity-based resources:

ABC and XYZ."2 These are the "Bucket" accounts. In Salesforce, even capacity-based container users often consume a license (typically a Contractor or Community Plus login) to access the portal /community where they might view their aggregate schedule.

* 7 Contractors (Individuals): The question specifies "ABC... has 3 individual resources and XYZ... has 4 individual resources"3. Even if the scheduling is done at the capacity (bucket) level, if these 7 people need to log in to the app or community to close jobs, they each need a license.

* Result: 1 Dispatcher + 2 Technicians (Internal) + 2 Contractors (The Managers/Buckets) + 7 Contractors (The Workers) = Option D.

(Note: Licensing models can be complex. In some strictly capacity-based models, you might not license the 7 individuals if they never log in, but Option D is the most complete answer reflecting a standard model where all participants need system access).

NEW QUESTION # 25

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

Answer: D

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 # 26

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