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### Salesforce Advanced Field Service Accredited Professional Sample Questions (Q36-Q41):

#### NEW QUESTION # 36

Green Energy Solution is getting more work for the next 3 weeks. They are engaging a new third-party contractor to help with some work for that time.

What should the admin recommend?

- A. Creating a Capacity Based Resource and deleting it after 3 weeks
- **B. Creating a Capacity Based Resource and giving it capacity for the next 3 weeks**
- C. Creating a Resource and deleting it after 3 weeks
- D. Creating a Resource and giving it capacity for the next 3 weeks

**Answer: B**

Explanation:

The key here is that it is a Third-Party Contractor and a Temporary engagement.

\* Option C is correct.

\* Capacity Based:Contractors are typically modeled as "Capacity Based Resources" (buckets of work) rather than named individuals, as you usually don't track their specific travel or breaks- you just know they can take "X hours of work per day."

\* Giving Capacity:You would define the capacityonlyfor the specific 3-week period. Once the capacity records end, the scheduling engine will naturally stop assigning work to them.

\* Options B and D (Deleting):It is never a best practice to delete a Service Resource record after use.

You need the record to remain in the system to preserve theAudit Trailand historical data of the Work Orders they completed. You simply deactivate them or stop giving them capacity.

#### NEW QUESTION # 37

Universal Containers has many service centers across the country in which spare parts and other inventory items are stored. Every morning, technicians are required to arrive at the service center closest to their home and pick up inventory items based on their work assignments. At the end of the day, technicians travel back to the service center to return any unused or damaged parts (travel from home to the service center and from the service center back home is at the technicians' expense).

How should the admin configure the Service Territory Member address?

- A. Use the customer's address
- B. Use the address of the first appointment of the day
- **C. Use the address of the service center that the technician is assigned to**
- D. Use the technician's home address

**Answer: C**

Explanation:

The Service Territory Member (STM) address defines the Start Location and End Location for the resource's route calculation.

\* Option C is correct. The requirement states that travelfromHometothe Center is "at the technician's expense" (i.e., off the clock). Therefore, the "Official Company Route" begins when they arrive at the Service Center.

\* By setting the STM Address to theService Center, the optimization engine assumes the technician isat the Service Centerat the start of their shift.

\* The engine will then calculate travel time for:Service Center -> Job 1.

\* This matches the business requirement.

\* Option A (Home Address):If you set Home, the engine calculates:Home -> Job 1(or Home -> Service Center). This would likely include the commute time in the daily schedule utilization, which contradicts the "at technician's expense" (off-clock) requirement.

### NEW QUESTION # 38

Universal Containers (UC) outsources all maintenance work to contractors, based on a contract that is renewed on a yearly basis. When a contract is terminated, UC would like to ensure that new maintenance Work Orders will not be scheduled for the terminated contractor.

Which two steps should an admin take to ensure their requirements are met?

- A. Add the 'Excluded Resources' Work Rule to the Scheduling Policies
- B. Delete the Service Resource
- C. Deactivate the Service Resource
- D. Add the 'Active Resources' Work Rule to the Scheduling Policies

**Answer: C,D**

Explanation:

To stop a resource from receiving work, you must mark them as inactive and ensure the scheduling engine respects that status.

\* Option C is correct: Deactivating the Service Resource (unchecking the "Active" checkbox on the record) is the standard way to "fire" or terminate a resource. It preserves history but flags them as no longer working.

\* Option A is correct: You must ensure your Scheduling Policy includes the Active Resources Work Rule. This rule explicitly tells the optimization engine: "Do not assign appointments to any resource where Active = False." Without this rule, the engine might still technically assign work to an inactive record if no other constraints block it.

\* Option B (Delete) is bad practice (data loss).

\* Option D (Excluded Resources) is for specific job-by-job exclusions (e.g., "Don't send Bob to this specific customer"), not for global termination.

### NEW QUESTION # 39

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

**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 # 40

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 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'
- B. 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
- C. 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

- **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 # 41

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