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Salesforce Advanced Field Service Accredited Professional Sample Questions (Q42-Q47):

NEW QUESTION # 42

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

Answer: A,B

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 # 43

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. Add the 'Active Resources' Work Rule to the Scheduling Policies
- D. Deactivate the Service Resource

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 (unchecked 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 # 44

Green Energy Solutions has resources in multiple countries and time zones. Each country has different holidays and permitted working hours.

What should the consultant configure to support this?

- A. Work Types, Resource Availabilities and Operating Hours
- B. Skills, Operating Hours, Time Slots and Holidays
- C. Service Territories, Resource Capacity and Business Hours
- **D. Service Territories, Operating Hours and Resource Absences**

Answer: D

Explanation:

To model international workforces in Salesforce Field Service, specific objects handle geography, time, and exceptions.

* Option B is correct.

* Service Territories:Used to define the geographical areas (Countries/Regions). Crucially, the Time Zone is defined on the Service Territory record.

* Operating Hours:Used to define the "Permitted Working Hours" (e.g., Mon-Fri, 9-5). These are assigned to the Service Territory or Service Territory Member.

* Resource Absences:Used to model time off, such as public holidays or sick days, where the resource is unavailable. (Note: Holidays can also be linked directly to Operating Hours, but Resource Absences are the distinct records created on the Gantt).

* Option A is incorrect because "Business Hours" is a Service Cloud (Support) object used for Case Entitlements, not Field Service scheduling. "Resource Capacity" is used for contractors (Capacity- Based Scheduling), not for defining standard working hours.

NEW QUESTION # 45

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

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

Answer: C,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 # 46

Which two statements are true regarding offline available inventory?

- A. Multi-location inventory is not supported in the mobile app
- **B. The user's inventory is primed**
- C. Only the most recently created Inventory items created are primed
- **D. For multi-location inventory, the app primes multiple locations and related items, but there are limits to be aware of**
- E. Inventory items can be viewed offline but cannot be consumed offline

Answer: B,D

Explanation:

Offline capabilities are a critical feature of the Field Service mobile app.

* Option E is correct:The fundamental behavior of the app is to "Prime" (download for offline use) the inventory associated with the Service Resource. This ensures that when a technician is in a basement with no signal, they can still view their van stock and

consume parts (create Product Consumed records).

* Option B is correct: Salesforce Field Service supports Multi-Location Inventory (e.g., a technician has a Van location and a Garage location). The app is capable of priming these additional locations so the tech can transfer stock between them. However, consultants must be aware of data volume limits (priming thousands of parts can slow down sync times), so configuration settings restrict how far back or how many items are synced.

* Option D is incorrect because the app specifically allows for the consumption of parts while offline; the transactions sync back to the server once connectivity is restored.

NEW QUESTION # 47

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