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## Salesforce Advanced Field Service Accredited Professional Sample Questions (Q16-Q21):

### NEW QUESTION # 16

Which consideration should a consultant take when advising a customer on their Field Service Mobile App strategy, in a case where the Service Resources are named contractors who provide their own mobile devices?

- A. Field Service Mobile App is optimized for a handful of Android and iOS devices. Refer to 'Salesforce Help and Training' for the latest update
- B. Contractor licenses do not include access to the Field Service Mobile App
- C. Set all records to private to ensure customer data confidentiality
- D. Since all Service Resources are named contractors, 'Collect Service Resource Geolocation History' should be disabled

Answer: A

Explanation:

When dealing with a Bring Your Own Device (BYOD) strategy (common with contractors), device compatibility is the biggest technical hurdle.

\* Option B is correct. Salesforce explicitly publishes a list of supported devices and operating systems (iOS and Android versions). Since the company does not own the phones, they cannot guarantee every contractor has a compatible device. The consultant must warn the client to check these specs against their contractors' hardware.

\* Option A is a policy decision, not a technical constraint. You can track contractor location if they agree to it.

\* Option C is false; Contractor licenses (Community Plus) do include access to the Field Service Mobile App.

#### NEW QUESTION # 17

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

Answer: A,C,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 # 18

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

Answer: A

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 # 19

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

**Answer: A**

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 # 20

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

**Answer: C**

Explanation:

This question addresses the limits of Skills (Work Rules) vs. Extended Match (Custom Criteria).

\* Option B is correct. This offers the most efficient hybrid approach.

\* Skills: Use standard Skills for the "Service Type" (e.g., "Repair," "Install"). This is simple and low-volume.

\* Extended Match: Use the Extended Match Work Rule to handle the "Product" matching. Instead of creating thousands of skills (e.g., "Repair-ModelX," "Repair-ModelY"), you create a custom object or field logic that matches the Asset's Product to a list of Products Supported on the Resource's record. Extended Match is designed exactly for this "Pattern Matching" without polluting the Skills table.

\* Option C is incorrect because creating a unique skill for every combination (100+ per resource) leads to "Skill Explosion." This bloats the data model and degrades optimization performance.

### NEW QUESTION # 21

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