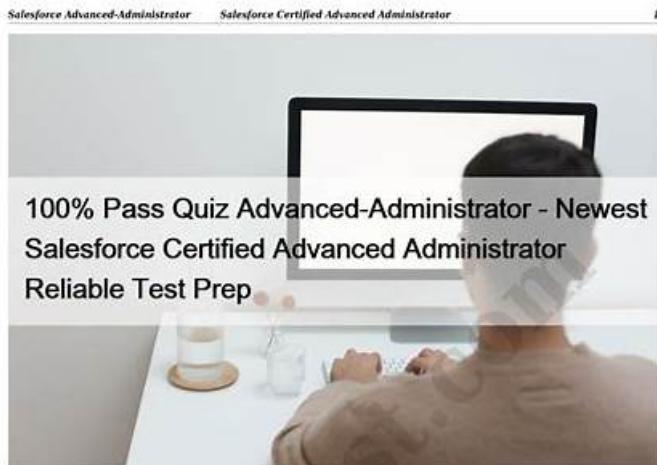


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Salesforce Advanced Field Service Accredited Professional Sample Questions (Q37-Q42):

NEW QUESTION # 37

What is the best practice to upload a photo that is taken by the mobile worker to a Work Order? (Choose 2 options)

- A. Edit the Work Order record through the SFS Mobile App and add the photo as an attachment
- B. Leverage the Field Service Mobile flow and add image upload component
- C. Post the photo via the 'Feed' tab
- D. Use a quick action of type 'Upload Photo'
- E. Use a quick action of type 'Attach File'

Answer: B,D

Explanation:

Salesforce Field Service provides specific tools for capturing rich media in a structured way.

* Option B is correct (Mobile Flow): This is the modern best practice. By using a flow with the File Upload (or Image) screen component, you can guide the technician to take a photo at a specific step in the process (e.g., 'Take a photo of the completed installation'). This ensures consistency.

* Option A is correct (Quick Action): You can configure Quick Actions (specifically Global or Object-Specific actions for File Uploads) in the Field Service Mobile app extension settings. This provides a one-tap button for technicians to launch the camera and attach a file directly to the record.

* Note: While Option D (Chatter Feed) is possible, it is unstructured data. Options A and B are the "Best Practice" recommendations for process adherence.

NEW QUESTION # 38

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

Answer: B,C,D

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 # 39

A customer needs to cancel all appointments within a specific area due to climate changes that boosted a bushfire.

How should a consultant recommend implementing this requirement?

- A. Draw a polygon on the map for the bushfire area and use the bulk action to 'Unschedule' the appointments
- B. Create a custom list view for the appointments that should be cancelled, select the appointments and use the 'Unschedule'

action

- C. Change the priority for the appointments to a low priority and run 'In-Day Optimization'
- D. Create a report for the appointments that are located in this area and use a data import tool to change the appointment's status to 'Canceled'

Answer: A

Explanation:

The Dispatcher Console Map is the most efficient tool for geographic mass actions.

* Option A is correct. Salesforce Field Service allows dispatchers to draw custom Map Polygons directly on the Gantt map. Once a polygon is drawn around the affected bushfire area, the dispatcher can right-click the polygon (or use the actions menu) to perform Mass Actions on all Service Appointments contained within that shape. "Unschedule," "Cancel," or "Flag" are standard bulk actions available in this context.

* Option B (Reports/Data Loader) is too slow for an emergency response.

* Option C (Optimization) would just move the appointments to later times, not cancel/unschedule them.

* Option D (List View) is difficult because defining a "bushfire area" using text filters (City, Zip) is often inaccurate compared to drawing the precise boundary on a map.

NEW QUESTION # 40

Universal Containers services customers in the public sector. When technicians are needed for repair jobs in government buildings, it is crucial that only technicians with the relevant security badge are selected for the job.

Which two configuration options can a consultant recommend to achieve the business requirement?

- A. Create an Apex Trigger that deletes 'Assigned Resources' that are not defined as 'Required Resources' for the Account
- B. **Include the 'Extended Match' Work Rule in the relevant Scheduling Policies**
- C. **Include the 'Match Boolean' Work Rule in the relevant Scheduling Policies**
- D. Use time-phased skills in order to ensure that only resources with security badges can perform the job
- E. Create 'Resource Preferences' of Type 'Required' for Accounts that require specific Service Resources

Answer: B,C

Explanation:

To filter resources based on strict criteria (like security clearance), you use Work Rules (Hard Constraints).

* Option B is correct (Match Boolean): This is a simple, effective method for binary requirements. You place a checkbox on the Service Appointment (e.g., "Requires Security Badge") and a corresponding checkbox on the Service Resource (e.g., "Has Security Badge"). The Match Boolean Work Rule enforces that if the Appointment is checked, the Resource must also be checked.

* Option E is correct (Extended Match): If the requirement is more complex (e.g., matching a specific type or level of badge), the Extended Match Work Rule is best. It allows you to match a field on the Service Appointment (or Work Order) to a related list or field on the Service Resource. For example, matching the "Badge Type" required by the Government Account to the "Badge Type" held by the Resource.

* Note: While Skills (Option C) are also commonly used for this, the question specifically points toward Work Rule configurations (Boolean/Extended) often used for strict compliance attributes.

NEW QUESTION # 41

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 'Same Start'**
- 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 'Immediately Follow'

Answer: B

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 # 42

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