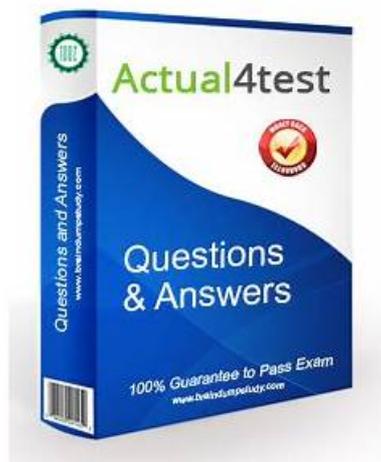


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Salesforce Advanced Field Service Accredited Professional Sample Questions (Q29-Q34):

NEW QUESTION # 29

Which two statements describe 'Global Optimization' accurately?

- A. It's recommended to run Global Optimization during the day of service to fix unexpected in-day changes
- **B. Optimization can move appointments that were previously scheduled, meaning that the optimizer can slide scheduled service appointments right or left of their current time slot**
- C. Global Optimization is the only process that supports Service Objectives and Work Rules that are defined in the Scheduling Policy
- **D. The Global Optimization process can assess millions of time slots and mobile worker options to produce schedules**
- E. Global Optimization runs faster than the Auto Scheduling process

Answer: B,D

Explanation:

Global Optimization is the heavy-lifting batch process in Salesforce Field Service designed to create the most efficient schedule possible.

* Option B is correct. Global Optimization uses a powerful algorithm to evaluate millions of potential combinations of resources, times, and routes to find the best overall score based on the Service Objectives.

* Option C is correct. Unlike "Appointment Booking" (which finds a slot for a single job without disturbing others), Global Optimization has the authority to reshuffle (move) existing appointments. It can slide jobs earlier or later, or reassess assignments to minimize travel time and white space (gaps) in the schedule.

* Option A is incorrect; Optimization is a batch process that takes significantly longer than the near real-time "Auto Scheduling."

* Option D describes "In-Day Optimization." Global Optimization is typically run overnight because it changes the whole schedule, which is disruptive during the work day.

* Option E is incorrect; all scheduling methods (Global, In-Day, Resource Schedule Optimization, and Appointment Booking) utilize the Scheduling Policy (Work Rules and Objectives).

NEW QUESTION # 30

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. Service Territories, Resource Capacity and Business Hours
- **C. Service Territories, Operating Hours and Resource Absences**
- D. Skills, Operating Hours, Time Slots and Holidays

Answer: C

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 # 31

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

- **A. What are the different types of services provided to customers? What are the skills required and the estimated duration?**

- B. Which Dynamic Gantt features should be incorporated into the use cases?
- C. What Service Objectives and what should their corresponding weights be within the different Scheduling Policies?
- 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: A,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.

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- E. What needs to be synced with Salesforce? What integration is needed with external apps?

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NEW QUESTION # 33

Universal Containers would like the Service Appointment times that are displayed on the 'Dispatcher Console' to reflect the actual times a field worker starts and completes the work. That way, if they finish early, they might be able to add additional work to the new white space.

What implementation approach should the Field Service consultant recommend?

- A. Create a Service Appointment action for 'Check In' for the field worker to manually update the 'Status', 'Scheduled Start' and 'Actual Start' fields. Create another Service Appointment action for 'Check Out' for the field worker to manually update the 'Status', 'Scheduled End' and 'Actual End' fields
- B. Create a Field Service Mobile flow that will allow a field worker to update the 'Scheduled Start' and 'Actual Start' fields when they change the 'Status' to 'In Progress' and updates the 'Scheduled End' and 'Actual End' fields when they change the 'Status' to 'Completed'
- C. Create two custom date/time fields to track the original scheduled times. Create a Field Service Mobile flow that will allow a field worker to update the 'Scheduled Start' and 'Actual Start' fields when they change the 'Status' to 'In Progress' and updates the 'Scheduled End' and 'Actual End' fields when they change the 'Status' to 'Completed'. Advise Universal Containers that there could be instances where the 'Dispatcher Console' will not update right away if the field worker is offline
- D. Tell Universal Containers that it is not a best practice to change the 'Scheduled Start' and 'Scheduled End' fields. It would be good for Universal Containers to know what the original 'Scheduled Start' and the original 'Scheduled End' values were and compare them with the 'Actual Start' and 'Actual End' fields for reporting scheduling efficacy

Answer: B

Explanation:

The requirement is specifically to free up white space on the Gantt when a tech finishes early.

* Option D is correct. The Gantt chart visual blocks are drawn based on Scheduled Start and Scheduled End. If a tech finishes a 2-hour job in 30 minutes, the Gantt bar will remain 2 hours long unless the Scheduled End is updated. By using a Mobile Flow to update both the Actuals (for reporting) and the Scheduled (for the Gantt), the bar shrinks, revealing 1.5 hours of open availability for the dispatcher to utilize.

* Option C is the "Purist" data view (don't change scheduled), but it fails the specific business requirement of allowing new work to be added immediately.

* Option A suggests creating custom fields for the original times, which is a valid part of the solution (to keep a history), but Option D describes the core functional mechanism (Flow updating the standard fields) required to achieve the Gantt behavior. The "Offline" warning in A is true but D is the more direct configuration answer.

NEW QUESTION # 34

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