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Salesforce Advanced Field Service Accredited Professional Sample Questions (Q68-Q73):

NEW QUESTION # 68

Which two statements are true regarding offline available inventory?

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

Answer: A,C

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 supportsMulti-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 # 69

A customer wants to assign work to Resources by postal code coverages, each Resource covering one or more postal codes. The solution must also support Scheduling and Optimization.

What should a consultant recommend to meet the customer's requirements?

- A. Model each postal code as a skill, assign the skill to the relevant Resources, and set the skill as a required skill for each Service Appointment within the postal code area
- B. Define each postal code as a Service Territory, assign Resources through STM (Service Territory Member) record to the Territory they need to cover
- C. Use 'Match Fields', set the relevant postal code coverage on the resources level and on the Service Appointment level
- **D. Model each postal code as a record in a custom object, and use the 'Extended Match' Work Rule to assign the Resources to Appointments within their postal code coverage using another custom junction object**

Answer: D

Explanation:

Mapping resources to specific Zip Codes (which are not necessarily Service Territories) is a common high-volume requirement.

* Option A is correct. Creating a standard Service Territory for every postal code (Option D) creates a hierarchy that is too deep and hurts performance.

* Instead, modeling "Zip Code Coverage" as a Custom Object (or data table) allows for a cleaner data model. You then use the Extended Match Work Rule. This rule is highly flexible; it can verify that the Zip Code on the Service Appointment matches a record in the Zip Codes Covered related list on the Service Resource. This supports optimization without bloating the Territory or Skill tables.

* Option B (Match Fields) only works for 1-to-1 matching (e.g., The Resource has one zip field). It cannot easily handle a resource covering 50 different zip codes unless you use the custom object approach described in A.

NEW QUESTION # 70

A Customer is outsourcing some of the maintenance work to third-party contractors (named contractors, not capacity based).

Unlike internal employees who have consistent working hours (Mon-Fri, 8 am-5 pm), contractors' working hours vary from day to day.

The internal employees' availability is set with Operating Hours, while the contractors' availability is set with Shifts on top of these Operating Hours. As a result, on days where the contractor's workday ends at 4 pm, for some reason the contractors still show up as valid candidates for a visit scheduled to end at 5 pm.

What should a consultant change to prevent such behavior?

- **A. Create an 'Operating Hours' record with no time slots and assign it to the contractors through the STM (Service Territory Member) record. That will override the Territory's regular 'Operating Hours' and the contractor's availability will be derived only from Shifts**
- B. Instead of using Shifts, create multiple 'Operating Hours' records and assign each record to the contractor STM (Service Territory Member) and change on a daily basis
- C. Set the contractors as a 'Capacity Based' resources and limit their working hours per day
- D. Change the current 'Operating Hours' assigned to everyone to end at 4 pm (instead of 5 pm) and set the 4 pm till 5 pm availability using Shifts

Answer: A

Explanation:

This issue arises because Salesforce Field Service calculates availability by combining Operating Hours AND Shifts. If a user has Operating Hours of 9-5, they are fundamentally "Available" during that time. A Shift is typically used to add or extend availability (or define it if using specific settings), but standard Operating Hours often take precedence as the "Base."

* Option A is correct. To have a resource's availability defined exclusively by variable Shifts, the best practice is to assign them a "Shell" or "Empty" Operating Hours record (one with zero time slots defined). With no base hours, the system looks only to the Shifts to determine when the resource is working. This ensures that if a Shift ends at 4 PM, the resource is truly unavailable at 5 PM.

* Option B is administratively impossible (you cannot automate changing the STM Operating Hours record lookup daily without complex custom code, and it's not a standard practice).

NEW QUESTION # 71

Universal Containers outsources maintenance work to a third-party contractor who has agreed to provide a total of 20 hours of availability per day between 9:00 AM and 5:00 PM. Universal Containers' internal resources work 8:00 AM to 8:00 PM including overtime.

How should a consultant configure the contractor resources to meet this requirement?

- A. Modify the Scheduling Policy to prefer contractors
- **B. The contractor will be 'Capacity Based Resource' with different Operating Hours than the internal resources, and the maintenance skill**
- C. Create a Service Territory for contractors to ensure that maintenance work is assigned only to them
- D. The contractor will be a 'Named Resource' with Operating Hours of 8:00 AM till 11:00 PM, and 'Designated Work' for maintenance work between 9:00 AM and 5:00 PM

Answer: B

Explanation:

When a contractor company provides aggregate hours rather than a list of named technicians, the correct model is a Capacity-Based Resource so the engine schedules against capacity in hours, not against a specific individual.

* Option A is correct. A Capacity-Based Resource lets you express '20 hours per day' as capacity, assign Operating Hours of 9:00 AM-5:00 PM that match the contractor's agreed window, and add the 'maintenance' skill to restrict the type of work routed to them.

* Option B is incorrect because preferring contractors is a soft preference; it does not enforce the contractor's distinct hours or capacity.

* Option C is incorrect because creating a separate Service Territory does not, by itself, model contractor capacity or restrict the work type assigned.

* Option D is incorrect because a Named Resource represents a single person, not a company providing aggregate hours, and the Designated Work approach does not capture the daily capacity cap.

NEW QUESTION # 72

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

Answer: D

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 9 .

* 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 10 .

NEW QUESTION # 73

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