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Salesforce Advanced Field Service Accredited Professional Sample Questions (Q24-Q29):

NEW QUESTION # 24

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. Change the priority for the appointments to a low priority and run 'In-Day Optimization'
- B. 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'
- C. Create a custom list view for the appointments that should be cancelled, select the appointments and use the 'Unschedule' action
- **D. Draw a polygon on the map for the bushfire area and use the bulk action to 'Unschedule' the appointments**

Answer: D

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 # 25

What two actions should a consultant recommend to ensure that junior employees are prioritized when installations are scheduled?

- **A. Increase the resource's priority on the junior Service Resource records, and increase the 'Resource Priority' Service Objective weighting**
- B. Leverage a 'Match Boolean' Work Rule to match on a custom field 'Is Junior'
- C. Increase the installation 'Skill Level' for the senior resources, and increase the 'Skill Level Service Objective' weighting
- **D. Update the 'Skill Level' Service Objective to 'Least Qualified'**
- E. Assign a 'Preferred Resource' to a junior service resource when a customer has an installation job

Answer: A,D

Explanation:

To prioritize junior resources without creating rigid "hard constraints" (which might prevent scheduling altogether if no junior is available), you should use Service Objectives (Soft Constraints).

* Option C is correct (Resource Priority): By assigning a higher priority value to Junior Service Resource records and adding the "Resource Priority" objective to the scheduling policy, the optimization engine calculates a higher score for these resources. This acts as a general "preference" to use them whenever possible.

* Option E is correct (Least Qualified): The "Skill Level" Service Objective has a setting called "Prefer Least Qualified." When enabled, the engine prefers the resource who has the lowest skill level that still meets the job requirement. For example, if a job requires Skill Level 50, and you have a Senior (Level 90) and a Junior (Level 55), the engine will pick the Junior. This is a best practice to prevent "over-qualified" resources (Seniors) from being booked on routine jobs, keeping them free for complex tasks.

NEW QUESTION # 26

Universal Containers sells capital equipment that includes a 90-day warranty for repairs. They also offer a 'Preventative Maintenance Service Contract' for the purchase.

What data model and solution approach should a Field Service consultant recommend?

- A. Set the 'Warranty' and 'Maintenance Plan' as related lists on the 'Account' Record. Create an Automation that will trigger the creation of 'Preventive Maintenance Service Appointments' based on the related 'Maintenance Plan' if a 'Warranty' record is added as well
- **B. Use 'Opportunity Products' that will create 'Assets' when the 'Opportunity' is 'Won' with automation. That automation can also create a 'Warranty' record for the 90 day period. If a 'Preventative Maintenance Service Contract' is purchased, have an automation to create a 'Service Contract' record, 'Maintenance Plan' record, and 'Maintenance Asset' records**
- C. Establish a new customer on-boarding administration role and have that Service Resource manually create the 'Asset'

records and create custom checkbox fields to determine if the 'Asset' is under 'Warranty' and signed up for the 'Preventative Maintenance Service Contract'

- D. Create a custom object called 'Capital Equipment' and create these records from 'Opportunity Products' when an 'Opportunity' is 'Won'. That record will have a formula checkbox field if it is under 'Warranty'. Create a 'Maintenance Plan' record if the customer signs up for a 'Preventative Maintenance Service Contract'

Answer: B

Explanation:

This option follows the standard Salesforce Field Service data model and best practices for the "Lead-to-Cash- to-Service" lifecycle.

* Option C is correct.

* Assets:Standard automation (or CPQ) converts Opportunity Line Items into Asset records.

* Warranties:Standard Asset Warranty or Entitlement records track the 90-day coverage.

* Maintenance:If a recurring service contract is sold, the correct objects are Service Contract (the agreement) and Maintenance Plan (the schedule/generation engine). The specific assets covered are linked via Maintenance Assets.

* Option A is manual and error-prone.

* Option B recommends a custom object ("Capital Equipment") when the standard Asset object exists specifically for this purpose.

* Option D puts lists on the Account, losing the granularity of which specific assets are covered.

NEW QUESTION # 27

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. Use 'Match Fields', set the relevant postal code coverage on the resources level and on the Service Appointment level
- B. 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
- C. Define each postal code as a Service Territory, assign Resources through STM (Service Territory Member) record to the Territory they need to cover
- 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 # 28

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

Answer: C,D

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 # 29

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







































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