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## Salesforce Advanced Field Service Accredited Professional Sample Questions (Q12-Q17):

## NEW QUESTION # 12

Which two statements describe 'Global Optimization' accurately?

- A. 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
- B. It's recommended to run Global Optimization during the day of service to fix unexpected in-day changes
- C. Global Optimization runs faster than the Auto Scheduling process
- D. Global Optimization is the only process that supports Service Objectives and Work Rules that are defined in the Scheduling Policy
- E. The Global Optimization process can assess millions of time slots and mobile worker options to produce schedules

**Answer: A,E**

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 # 13

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

**Answer: A,B,D**

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 # 14

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

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

- E. Which Dynamic Gantt features should be incorporated into the use cases?

**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:DefiningIntegrationpoints (ERP, HR, Inventory) is a foundational requirement that dictates the project scope and data strategy.
- \* D is correct:Defining theWork(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 theTerritory Structure(Business Units) sets up the security model, sharing settings, and resource organization.
- \* Options B and Care incorrect for thefirst daybecause 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 # 15

Which of the following objects have fieldsets that allow controlling how the data is displayed in the 'Dispatcher Console'? (Choose 3 options)

- A. Service Appointment
- B. Service Resource
- C. Assigned Resource
- D. Resource Absence
- E. Service Territory

**Answer: A,B,D**

Explanation:

The Dispatcher Console (Gantt) allows admins to customize which fields are visible in various panels and tooltips using standard Salesforce Field Sets.

- \* A is correct (Resource Absence):You can control what information appears when a dispatcher hovers over a non-availability block (e.g., "Sick Day," "Doctor's Appointment") by editing the field set on the Resource Absence object.
- \* B is correct (Service Appointment):This is the most heavily customized object. You can configure field sets to control the columns in the Appointment List, the text shown on the Gantt bar, and the fields in the tooltip (hover).
- \* C is correct (Service Resource):You can customize the resource list (left-hand side of the Gantt) to show fields like "Vehicle Type," "Skill Level," or "Phone Number" by editing the field set on the Service Resource object.
- \* Options D and E:Service Territory and Assigned Resource do not have direct field sets that control the Dispatcher Console layout in the same way the primary transactional objects do.

### NEW QUESTION # 16

A division of Green Energy Solutions has different work hours for each day, and the daily hours are inconsistent from one week to another (example: this Monday 9 am-4 pm, this Tuesday 8 am-6 pm, next Monday 8 am-3 pm, next Tuesday 9 am-2 pm). This creates a lot of overhead.

What can an administrator configure to add efficiencies into their scheduling process and mitigate administrative overhead?

- A. Create Operating Hours for all combinations and build a workflow to change the Service Territory Operating Hours every week
- B. Create a Service Territory with Operating Hours that encompasses all the hours, then create jobs for the specific hours needed to be covered
- C. Create Operating Hours with no availability, and use Shifts to define the daily changing availability
- D. Create Operating Hours that encompasses all the hours, then create non availabilities for the hours that are off on a given day

**Answer: C**

Explanation:

This addresses the "Shift vs. Operating Hours" architecture.

- \* Option B is correct.When a schedule has no consistent weekly pattern, using standard Operating Hours (which repeat Mon-Sun indefinitely) is inefficient. The best practice is to assign the Service Territory Member (the resource) a "Shell" Operating Hours record that has zero time slots(No Availability).

\* You then use `Shifts` to define the specific working times for specific dates (e.g., "Nov 1st: 9am-2pm").

\* Because the base Operating Hours are empty, the Scheduling Engine looks only at the Shifts to determine availability. This avoids the conflict of having to "subtract" time from a standard day or constantly update the base record.

## NEW QUESTION # 17

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