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## Salesforce Advanced Field Service Accredited Professional Sample Questions (Q32-Q37):

### NEW QUESTION # 32

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. 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

- D. 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

**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 # 33

Universal Containers (UC) outsources all maintenance work to contractors, based on a contract that is renewed on a yearly basis. When a contract is terminated, UC would like to ensure that new maintenance Work Orders will not be scheduled for the terminated contractor.

Which two steps should an admin take to ensure their requirements are met?

- A. Delete the Service Resource
- B. Add the 'Active Resources' Work Rule to the Scheduling Policies
- C. Deactivate the Service Resource
- D. Add the 'Excluded Resources' Work Rule to the Scheduling Policies

**Answer: B,C**

Explanation:

To stop a resource from receiving work, you must mark them as inactive and ensure the scheduling engine respects that status.

\* Option C is correct: Deactivating the Service Resource (unchecking the "Active" checkbox on the record) is the standard way to "fire" or terminate a resource. It preserves history but flags them as no longer working.

\* Option A is correct: You must ensure your Scheduling Policy includes the Active Resources Work Rule. This rule explicitly tells the optimization engine: "Do not assign appointments to any resource where Active = False." Without this rule, the engine might still technically assign work to an inactive record if no other constraints block it.

\* Option B (Delete) is bad practice (data loss).

\* Option D (Excluded Resources) is for specific job-by-job exclusions (e.g., "Don't send Bob to this specific customer"), not for global termination.

### NEW QUESTION # 34

Technicians are tasked with performing product upgrades at customer sites. During the upgrade process, a new product is installed to replace the obsolete product. For reporting purposes, the information about the obsolete and upgraded products, as well as the customer for which the upgrade is done should be tracked in Salesforce.

Which object should an admin configure to support this process?

- A. Maintenance Asset
- B. Child Asset
- C. Asset Warranty
- D. Asset Relationship

**Answer: D**

Explanation:

This question asks how to track the history/link between an old asset and a new one.

- \* Option C is correct. The Asset Relationship object is a standard Salesforce object designed specifically to link two assets. It includes fields like Relationship Type (which can be set to "Replacement," "Upgrade," etc.) and From Date/To Date. This creates a clear lineage: Asset A was replaced by Asset B.
- \* Option A (Child Asset) implies a hierarchy (one is part of the other), not a replacement.
- \* Option D (Maintenance Asset) is used for Maintenance Plans (PMs), not for tracking swap/upgrade history.

### NEW QUESTION # 35

Universal Containers offers installation services that takes four days to complete and requires certain parts.

After the installation, a training session is provided and a swag kit and framed certificate is provided upon completion.

How should a Field Service consultant model the work so that both visits should have a qualified tech to complete work on each job?

- A. Create Work Order and two Work Order Line Items, each Work Order Line Item has one Service Appointment: one Service Appointment (Multi Day) for installation, and one Service Appointment for training. When the installation Service Appointment is scheduled, update the training Service Appointment so the 'Earliest Start Date' is the day after the 'Scheduled End Date' of the installation Service Appointment
- **B. Create Work Order and two Work Order Line Items, each Work Order Line Item has one Service Appointment: one Service Appointment (Multi Day) for installation, and one Service Appointment for Training. Leverage 'Complex Work' to ensure the training is done after the installation**
- C. Create two Work Order Line Items, with parent-child dependency. Each Work Order Line Item has one Service Appointment: The parent Work Order Line Item has one Service Appointment (Multi Day) for installation, and one Service Appointment for training. Leverage Crews and add a Training resource as a Crew Member on the last day of the Service Appointment
- D. Create Work Order and two Service Appointments: one Service Appointment (Multi Day) for installation, and one Service Appointment for training. Leverage 'Complex Work' to ensure the training is done after the installation

**Answer: B**

Explanation:

This scenario involves two distinct types of work (Installation vs. Training) with different durations and likely different skill requirements, but they are part of the same customer order.

\* Option C is correct.

\* Data Model: Using Work Order Line Items (WOLIs) is the best practice here. You create one WOLI for the "Installation" (linked to a Work Type that allows Multi-Day) and a separate WOLI for "Training" (linked to a different Work Type). This allows you to track the status and skills for each part separately.

\* Dependency: Using Complex Work (specifically a "Start After Finish" dependency) ensures the Training appointment cannot be scheduled until the Installation is complete.

\* Option A puts both Appointments on the same Work Order parent. While possible, it makes it harder to report on "Training" vs "Install" costs separately and limits the ability to use different Work Types for each appointment automatically.

\* Option B relies on manual updates or custom automation ("When scheduled, update..."), whereas Complex Work (Option C) handles the logic natively during optimization.

### NEW QUESTION # 36

Which parts of the 'Dispatcher Console' support adding Custom Actions? (Choose 3 options)

- **A. Individual Service Resources in the Gantt**
- B. Child Service Territories in the Gantt
- **C. Multiple Service Appointments in the Appointment list**
- D. Multiple Service Resources in the Gantt
- **E. Individual Service Appointments in the Appointment list**

**Answer: A,C,E**

Explanation:

Custom Actions (configured in Field Service Settings) allow dispatchers to trigger Apex classes or Visualforce pages/components from the console.

\* Option B is correct: You can add custom actions to the Resource List on the Gantt (e.g., right-click a technician's name to "Send

SMS" or "Show on Map").

\* Option E is correct: You can add custom actions to individual Service Appointments (e.g., right-click an appointment bar or list item to "Reschedule" or "Print Label").

\* Option D is correct: You can add Mass Actions to the Appointment List (select multiple checkboxes -> Actions -> "Bulk Dispatch").

\* Note: You generally cannot perform custom actions on the "Service Territory" grouping headers (Option A) or multiple resources simultaneously (Option C) in the standard UI.

## NEW QUESTION # 37

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