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Salesforce Advanced Field Service Accredited Professional

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Question: 1

What are benefits of using Maintenance Plans in Field Service?
(Choose two)

Response:

- A. Automating recurring work order creation.
- B. Assigning service appointments directly to customers.
- C. Managing long-term maintenance schedules.
- D. Automatically prioritizing urgent service appointments.

Answer: A,C

Question: 2

How can consultants ensure effective communication with stakeholders during a Field Service implementation?

Response:

- A. Schedule ad-hoc meetings as issues arise.
- B. Provide regular status updates through planned communication channels.
- C. Limit communication to technical details only.
- D. Use email as the sole method of communication.

Answer: B

Question: 3

When analyzing complex work, what should be considered for optimal modeling?
(Choose two)

Response:

- A. Assigning multiple resources to a single work order.
- B. Scheduling all work orders to occur during business hours only.
- C. Defining service territory boundaries.
- D. Configuring dependencies between service appointments.

Answer: A,D

Question: 4

During the design phase of a Field Service implementation, what should be the primary focus?
Response:

- A. Configuring automation workflows.
- B. Identifying gaps between business needs and system capabilities.
- C. Assigning territories to field technicians.
- D. Creating reports for dispatcher analytics.

Answer: B

Question: 5

When should global optimization be used in Field Service?
(Choose two)
Response:

- A. To reevaluate all schedules within a service territory.
- B. To update work order statuses in real time.
- C. To assign recurring maintenance tasks.
- D. To resolve scheduling conflicts across multiple appointments.

Answer: A,D

Question: 6

Which tools are useful for troubleshooting optimization issues?
(Choose two)
Response:

- A. Optimization Logs
- B. Gantt Chart Visualization
- C. Knowledge Articles
- D. Service Contract Templates

Answer: A,B

Question: 7

What is the primary purpose of Service Territories in Field Service?

Response:

- A. To track inventory levels in warehouses.
- B. To assign and manage work orders based on geographic regions.
- C. To automate technician onboarding.
- D. To configure dispatcher permissions.

Answer: B

Question: 8

What are the benefits of using Service Territories in Field Service?

(Choose two)

Response:

- A. Simplifies geographic management of resources.
- B. Automates customer billing processes.
- C. Assigns work orders based on location.
- D. Tracks technician certifications automatically.

Answer: A,C

Question: 9

How can a dispatcher use Asset data to improve scheduling?

Response:

- A. By tracking the availability of Knowledge Articles.
- B. By identifying assets that require immediate maintenance.
- C. By assigning assets to multiple service territories.
- D. By automating service contract renewals.

Answer: B

Question: 10

Which feature can improve optimization quality for large teams?

Response:

- A. Advanced Territory Mapping
- B. Custom Scheduling Policies

- C. Real-Time Dispatch Notifications
- D. Predictive Maintenance Analytics

Answer: B



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