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https://www.virtulearner.com
support@virtulearner.com

Salesforce Certified Agentforce Field Service and Operations Consultant

QUESTION: 1
SINGLE CHOICE
Your organization operates a 24/7 field service business across three time zones. You are configuring Service Resources for a crew of technicians who work split shifts: morning crews (6 AM–2 PM), afternoon crews (2 PM–10 PM), and night crews (10 PM–6 AM). You need to ensure that only technicians available during their assigned shift windows are considered for scheduling, and that the system respects daylight saving time transitions automatically.
Which of the following configurations will meet these requirements?

A. Set different Operating Hours records for each shift on the Service Resource, and assign the appropriate Operating Hours to each technician's record
B. Create separate Service Resource records for each shift and manually manage which resources are active based on the day
C. Use Resource Skill records to mark technicians as available during certain hours, and rely on skill-level matching to enforce scheduling windows
D. Configure a single 24-hour Operating Hours record and use the Dispatcher Console filter to restrict visibility to available technicians at dispatch time

Answer(s): A

Explanation:
Operating Hours records are the correct configuration for this scenario.
When assigned to a Service Resource, Operating Hours automatically define when that resource is available for scheduling and automatically account for daylight saving time transitions. This is the intended use case for Operating Hours at the resource level. Option B requires manual management and does not scale. Option C conflates Skills (which define competency and certifications) with availability scheduling. Option D would require manual dispatcher intervention and would not prevent the system from attempting to schedule technicians outside their actual availability windows.

QUESTION: 2
SINGLE CHOICE
A manufacturing organization uses Salesforce Field Service to manage equipment maintenance. A technician is assigned a complex installation job that requires two days of on-site work. The organization wants the technician's time blocked on the calendar for both days, but they also need the ability to pause the work overnight and resume the next day without creating two separate Work Orders.
What is the appropriate scheduling approach for this scenario?

A. Create a standard Service Appointment for Day 1 and a separate standard Service Appointment for Day 2, linked to the same Work Order
B. Create a multi-day Service Appointment that spans both days with a duration of 16 hours, and configure the appointment to pause at the end of each day

C. Create a Work Order Line Item for each day of work, then schedule two Service Appointments to cover both days
D. Use a Maintenance Plan with a 2-day recurrence cycle to automatically generate Service Appointments that span the required duration

Answer(s): B

Explanation:
A multi-day Service Appointment is specifically designed for this use case: it allows a single appointment to span multiple calendar days while remaining tied to a single Work Order. Multi-day appointments block the technician's time across the duration and can be configured to respect overnight pauses and working windows. Option A creates fragmentation across multiple appointments instead of one cohesive work block. Option C (Work Order Line Items) are used to break down work components within a single appointment, not to split scheduling. Option D (Maintenance Plans) are for recurring maintenance schedules, not one-time multi-day jobs.

QUESTION: 3
MULTIPLE CHOICE
Your organization is evaluating which license type to assign to different team members. You have a supervisor who needs to view and manage technician schedules in the Dispatcher Console, create and modify Work Orders, and pull reports on technician utilization. This supervisor will not be doing field work themselves. You also have technicians who perform site visits and need mobile app access to view assignments and capture customer signatures. Which license types should you assign to these two roles? (Choose two.)

A. Assign the supervisor a Field Service User license
B. Assign the supervisor a Field Service Dispatcher license
C. Assign the supervisor a Field Service Admin license
D. Assign the technicians Field Service User licenses
E. Assign the technicians a Field Service Mobile-only license

Answer(s): B, D

Explanation:
The Field Service Dispatcher license is the correct choice for the supervisor because it includes Dispatcher Console access, Work Order management, and reporting capabilities without requiring field mobility. Field Service User license is for field personnel, not supervisory dispatch roles. A Field Service Admin license is for system administrators and is overkill for a scheduling supervisor. Field Service User license is correct for the technicians because it provides full Field Service mobile app access, Work Order visibility, and customer signature capture capabilities. Field Service Mobile-only licenses are a limited option used for very basic mobile-only users without Salesforce org access, which does not fit a technician role that needs full app functionality.