



Salesforce

Advanced-Field-Service

**Salesforce Certified Advanced Field Service
Accredited Professional (SU23)**

QUESTION & ANSWERS

Question: 1

What will every product item be linked to, to track where it is stored?

- A. A Territory
- B. A service Resource
- C. A Work Order
- D. A storage location in a Territory

Answer: D

Question: 2

Which Field Service Lightning user is defined here: "They are responsible for setting up the Field Service Lightning App, installing the Managed Package, Creating the Agents, Dispatchers and Service Resource records and setting up the app to comply to a company's expectations."

- A. Service Resources
- B. Admin
- C. Dispatcher
- D. Agents

Answer: B

Question: 3

True or False? Service contracts, let you represent different kinds of customer support agreements like warranties, subscriptions, or maintenance agreements.

- A. TRUE
- B. FALSE

Answer: A

Question: 4

Can the Service Appointment Lifecycle be modified?

- A. No
- B. Yes

Answer: B

Question: 5

Which type of travel routing will the optimization use?

- A. Street-Level
- B. Aerial
- C. Either of the three
- D. Predictive

Answer: C

Question: 6

Which Inventory Tracking item is described here: "subdivisions of a product request."

- A. Product Requests
- B. Product Item Transaction
- C. Product Transfer
- D. Product Request Line Items

Answer: D

Question: 7

Besides a Visualforce page, which other way can the Crew Management Tool be embedded in an app?

- A. Related List
- B. Tab
- C. Custom Component
- D. Lightning Component

Answer: D

Question: 8

What is the tool called that displays the sequence of stages that a service appointment passed through?

- A. The Service Appointment Lifecycle
- B. The Case Path
- C. The Service Cycle

Answer: A

Question: 9

Can service Appointment be viewed from the Service Appointment Tab?

- A. No
- B. Yes

Answer: B
