

## OUR LEARNING EXCLUSIVE

- Custom exam prep software and materials
- Course-specific thinQtank® Learning publications to make the learning fun and engaging
- Hands-on exercises in a free Salesforce Developer Edition org every day
- We do not teach the test. We always deliver valuable hands-on experience
- All reading material and study guides sent to you when you register
- Every course taught by experienced Salesforce-certified practitioners
- Six months mentoring access to our engineers after the course

## TRAINING CAMP FORMAT

thinQtank® Learning delivers this course as a **three-day instructor-led training camp, Monday to Wednesday**. About 60% lecture and 40% hands-on labs and practice exams. Hands-on work is set to suit the group and the delivery method. Contact us for the schedule covering your dates.

## PREREQUISITES

- Salesforce Certified Platform Administrator
- Salesforce Certified Agentforce Service Consultant

## TARGET AUDIENCE

- Implementation consultants deploying Field Service
- Administrators supporting field operations
- Service operations leaders
- Service members, veterans and military spouses using AF COOL, Army CA, MyCAA or VET TEC 2.0

## EXAM

|          |                                                                         |
|----------|-------------------------------------------------------------------------|
| Exam     | Salesforce Certified Agentforce Field Service and Operations Consultant |
| Exam fee | \$200 USD per attempt, set by Salesforce; retakes \$100                 |
| Format   | 60 multiple-choice questions, 105 minutes                               |
| Passing  | 63%                                                                     |
| Delivery | Testing center or online proctored; we help you schedule                |

## DELIVERY METHODS

- Instructor-led training
- Immersive live-online training
- On-site and custom delivery

## COURSE OVERVIEW

thinQtank® Learning is offering a unique three-day training camp comprised of three days of instructor-led learning that gives students the knowledge and skills needed to design and implement Salesforce Field Service: scheduling and optimization, work orders, resources, the mobile app, inventory, assets and maintenance plans.

This credential (formerly Field Service Consultant) requires the Platform Administrator and Agentforce Service Consultant certifications.

This course prepares you for the **Salesforce Certified Agentforce Field Service and Operations Consultant** exam.

## WHAT YOU WILL BE ABLE TO DO

- Prepare an org for Field Service
- Configure work orders, work types and service resources
- Set up scheduling policies and optimization
- Configure the Field Service mobile app
- Manage inventory, assets and maintenance plans
- Apply the right permissions and sharing

## COURSE OBJECTIVES

Primary course objectives, following the official exam outline:

- Managing Scheduling and Optimization
- Managing Work Orders
- Managing Resources
- Configuring Mobility
- Managing Inventory
- Managing Assets
- Configuring Maintenance Plans
- Permissions and Sharing

## EXCLUSIVE LEARNING PACKAGE

- thinQtank® Learning Accelerated Custom Exam Study Guide for this exam
- Practice exams built to the official exam outline
- Additional hours of remote lab access
- Custom video recordings for review
- Retake any or all of the course, in person or live online, for 24 months

## SALESFORCE CERTIFICATION PATH

## Platform Administrator

Required first

## Consultant credentials

Sales, Service, Field Service, Experience Cloud

## Architect credentials

Solution and technical architecture

## COURSE MODULES

**01 Managing Scheduling and Optimization**

28% of exam

- › Topic A: Scheduling policies
- › Topic B: Operating hours and territories
- › Topic C: Optimization

**02 Managing Work Orders**

23% of exam

- › Topic A: Work orders and work types
- › Topic B: Service appointments
- › Topic C: Lifecycle

**03 Managing Resources**

16% of exam

- › Topic A: Service resources and skills
- › Topic B: Crews
- › Topic C: Capacity

**04 Configuring Mobility**

10% of exam

- › Topic A: Field Service mobile app
- › Topic B: Flows on mobile
- › Topic C: Offline

**05 Managing Inventory**

8% of exam

- › Topic A: Locations and product items
- › Topic B: Transfers
- › Topic C: Consumption

**06 Managing Assets**

5% of exam

- › Topic A: Assets and hierarchies
- › Topic B: Warranties

**07 Configuring Maintenance Plans**

5% of exam

- › Topic A: Maintenance plans
- › Topic B: Recurring work

**08 Permissions and Sharing**

5% of exam

- › Topic A: Field Service permission sets
- › Topic B: Sharing model

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