

AP-209 Trusted Exam Resource - AP-209 Instant Access

Final Exam Outline
AP 209
Chapters: 1-6, 9, 11-15, 16-19, 21-27

Note: Your Final Exam is comprehensive. Please add your Exam 2 – Midterm outline to this outline for completeness.

Chapter 16:

- Know and understand all of the terminology of the chapter
- Review and explain the similarities and differences between the nervous and endocrine systems; classifications of hormones; effects on target cells; and explain the glands, their hormones they secrete and the functions of those hormones (Modules 16.1 through 16.12)
- Explain diabetes mellitus, physiological responses caused by hormones, stress response, and disorders (Modules 16.13 through 16.18)

Chapter 17:

- Know and understand all of the terminology of the chapter
- Review and explain the basics of blood, especially the formed elements (Modules 17.5, 17.6, and 17.9)
- Explain hemostasis and disorders (Modules 17.10 and 17.11)

Chapter 18:

- Know and understand all of the terminology of the chapter
- Review and explain the basics of the anatomy and function of the heart (Modules 18.3 through 18.7)
- Explain the cardiac cycle, cardiac muscle contractions, autonomic activity of the heart, cardiac output – including heart rate and stroke volume, ECG, and disease (Modules 18.8, and 18.10 through 18.16)

Chapter 19:

- Know and understand all of the terminology of the chapter
- Explain pressure, resistance, and venous return and how they affect cardiac output; capillary bed and hydrostatic pressure vs. osmotic pressure; cardiovascular regulatory mechanisms; cardiovascular system and exercise; fetal circulation; and disorders (Modules 19.5 through 19.13, and 19.24)

1

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Salesforce AP-209 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> Optimization: This domain covers using service objectives for automated scheduling, global optimization engine capabilities, troubleshooting optimization issues, and strategies to improve scheduling quality and efficiency.
Topic 2	<ul style="list-style-type: none"> Foundation: This domain addresses modeling complex work structures like work orders, constructing maintenance plans for recurring service, and customizing the dispatcher console to improve operational efficiency.
Topic 3	<ul style="list-style-type: none"> Implementation Strategies and Design: This domain covers the full consulting project lifecycle from planning and requirements gathering through deployment, and determining appropriate deployment strategies and licensing needs for Field Service implementations.
Topic 4	<ul style="list-style-type: none"> Resource Management: This domain focuses on managing resource availability, Service Territory Management capabilities, handling different resource types, and implementing optimal scheduling strategies for field service personnel.
Topic 5	<ul style="list-style-type: none"> Assets: This domain examines asset architecture including hierarchies and relationships, and strategies for tracking and managing customer assets throughout their lifecycle.

Salesforce Advanced Field Service Accredited Professional Sample Questions (Q41-Q46):

NEW QUESTION # 41

What are three key considerations when working with a customer on their Service Territory management design?

- A. Ensuring all resources have skill assignments
- B. Sizing to 1,000 Appointments per day, per Territory
- C. Aligning all Territories to geographic regions
- D. Sizing to 20 qualified candidates per Appointment
- E. Sizing to 50 resources per Territory

Answer: C,D,E

Explanation:

Service Territory design heavily impacts the performance of the Gantt and Optimization engine.

* Option C is correct: Historically, Salesforce recommended keeping Service Territories to around 50 Resources to ensure the Gantt loads quickly and optimization runs efficiently. (While limits have increased, this remains a safe "rule of thumb" for design).

* Option D is correct: Territories are almost always Geographic. This drives the travel time calculations, which are central to the Field Service value proposition.

* Option B is correct: This refers to the Appointment Booking search space. If a territory is too massive, the engine has to score thousands of candidates, which is slow. Designing territories/policies so that the engine evaluates a focused set (e.g., ~20 qualified candidates) ensures sub-second response times for booking slots.

* Option A (Skill assignments) is about Resources, not Territory structure.

NEW QUESTION # 42

What is the best practice to upload a photo that is taken by the mobile worker to a Work Order? (Choose 2 options)

- A. Leverage the Field Service Mobile flow and add image upload component
- B. Use a quick action of type 'Attach File'
- C. Post the photo via the 'Feed' tab
- D. Use a quick action of type 'Upload Photo'
- E. Edit the Work Order record through the SFS Mobile App and add the photo as an attachment

Answer: A,D

Explanation:

Salesforce Field Service provides specific tools for capturing rich media in a structured way.

* Option B is correct (Mobile Flow): This is the modern best practice. By using a Flow with the File Upload (or Image) screen component, you can guide the technician to take a photo at a specific step in the process (e.g., 'Take a photo of the completed installation'). This ensures consistency.

* Option A is correct (Quick Action): You can configure Quick Actions (specifically Global or Object-Specific actions for File Uploads) in the Field Service Mobile app extension settings. This provides a one-tap button for technicians to launch the camera and attach a file directly to the record.

* Note: While Option D (Chatter Feed) is possible, it is unstructured data. Options A and B are the "Best Practice" recommendations for process adherence.

NEW QUESTION # 43

What should a consultant recommend to help a customer with their initiative to reduce their carbon footprint?

- A. Add the 'Maximum Travel from Home' Work Rule.
- B. Remove the 'Match Location' Work Rule.
- C. Remove the 'ASAP' Service Objective.
- D. Give 'Minimize Travel' Service Objective the highest weight.

Answer: D

Explanation:

Reducing a carbon footprint in field service is primarily achieved by reducing the fuel consumption and distance driven by the fleet.

* Option B is correct. The Minimize Travel Service Objective calculates the travel distance/time for each potential appointment slot. By giving this objective the highest weight in the Scheduling Policy, the optimization engine will aggressively prioritize schedules that have the shortest routes, even if it means sacrificing other metrics (like "ASAP" or "Preferred Resource"). Shorter routes directly equate to less driving and lower emissions.

* Option A (Remove ASAP) might help slightly by removing the urgency to book "now" (which can cause inefficient routing), but it doesn't proactively optimize for low mileage like Option B does.

* Option C (Maximum Travel Work Rule) is a hard limit (e.g., "Don't travel more than 50 miles"). While it prevents extreme outliers, it doesn't optimize the routes within that radius.

NEW QUESTION # 44

A customer outsources some of the work to contractors. The contractors in company A need to be able to accept up to 4 hours of maintenance work per day, but their resources only work 9-10 am. They manage the scheduling and order of these jobs outside of Salesforce.

Contractor company B also must only accept 4 hours of work per day but work from 9-5 pm and manage their schedule inside Salesforce. The customer is using optimization.

Which two configurations need to be created to support the requirement?

- A. Configure a 'Scheduling Count Rule' with a 'Count Type' of 'Duration' to limit work for all resources. Set Operating Hours to 9-10 am for contractor group A and 9-5 pm for contractor group B
- B. Configure 'Capacity Based Resources' with an 'Hours per Time Period' of 4 and a 'Time Period' of 'Day' for contractor group A. Set Operating Hours to 9-10 am for contractor group A resources
- C. Configure 'Capacity Based Resources' with an 'Hours Per Time Period' of 4 and a 'Time Period' of 'Day' for contractor group A. Set Operating Hours to 9-10 am for contractor group A resources and use 'Schedule Over Lower Priority' to allow for overbooking resources
- D. Configure a 'Scheduling Count Rule' with a 'Count Type' of 'Duration' to limit work. Use 'Relevance Groups' to apply this to resources in contractor group B. Set Operating Hours to 9-5 pm for contractor group B

Answer: B,D

Explanation:

This scenario distinguishes between "External" contractors (buckets of work) and "Internal/Named" contractors (managed schedule).

* Option C (Contractor A): Since they manage work outside Salesforce and work specific hours (9-10 am), they should be modeled as Capacity-Based Resources. This feature allows you to define a

"bucket" of capacity (4 hours/day) without optimizing individual travel or start times. You simply dump work into their bucket until it is full.

* Option A (Contractor B): Since they manage the schedule inside Salesforce (likely named users), they act like standard employees. To limit them to 4 hours of work within a 9-5 shift, you use a Work Rule (Count Rule). You configure the rule to limit "Duration" to

240 minutes (4 hours) per day and use a Relevance Group to ensure this rule only applies to Contractor B (not internal employees or Contractor A).

NEW QUESTION # 45

Universal Containers sells capital equipment that includes a 90-day warranty for repairs. They also offer a 'Preventative Maintenance Service Contract' for the purchase.

What data model and solution approach should a Field Service consultant recommend?

- A. Use 'Opportunity Products' that will create 'Assets' when the 'Opportunity' is 'Won' with automation. That automation can also create a 'Warranty' record for the 90 day period. If a 'Preventative Maintenance Service Contract' is purchased, have an automation to create a 'Service Contract' record, 'Maintenance Plan' record, and 'Maintenance Asset' records
- B. Create a custom object called 'Capital Equipment' and create these records from 'Opportunity Products' when an 'Opportunity' is 'Won'. That record will have a formula checkbox field if it is under 'Warranty'. Create a 'Maintenance Plan' record if the customer signs up for a 'Preventative Maintenance Service Contract'
- C. Establish a new customer on-boarding administration role and have that Service Resource manually create the 'Asset' records and create custom checkbox fields to determine if the 'Asset' is under 'Warranty' and signed up for the 'Preventative Maintenance Service Contract'
- D. Set the 'Warranty' and 'Maintenance Plan' as related lists on the 'Account' Record. Create an Automation that will trigger the creation of 'Preventive Maintenance Service Appointments' based on the related 'Maintenance Plan' if a 'Warranty' record is added as well

Answer: A

Explanation:

This option follows the standard Salesforce Field Service data model and best practices for the "Lead-to-Cash- to-Service" lifecycle.

* Option C is correct.

* Assets: Standard automation (or CPQ) converts Opportunity Line Items into Asset records.

* Warranties: Standard Asset Warranty or Entitlement records track the 90-day coverage.

* Maintenance: If a recurring service contract is sold, the correct objects are Service Contract (the agreement) and Maintenance Plan (the schedule/generation engine). The specific assets covered are linked via Maintenance Assets.

* Option A is manual and error-prone.

* Option B recommends a custom object ("Capital Equipment") when the standard Asset object exists specifically for this purpose.

* Option D puts lists on the Account, losing the granularity of which specific asset is covered.

NEW QUESTION # 46

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