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Salesforce AP-209 Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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 3	<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 (Q16-Q21):

NEW QUESTION # 16

Which parts of the 'Dispatcher Console' support adding Custom Actions? (Choose 3 options)

- A. Individual Service Appointments in the Appointment list
- B. Child Service Territories in the Gantt
- C. Multiple Service Resources in the Gantt
- D. Individual Service Resources in the Gantt
- E. Multiple Service Appointments in the Appointment list

Answer: A,D,E

Explanation:

Custom Actions (configured in Field Service Settings) allow dispatchers to trigger Apex classes or Visualforce pages/components from the console.

* Option B is correct: You can add custom actions to the Resource List on the Gantt (e.g., right-click a technician's name to "Send SMS" or "Show on Map").

* Option E is correct: You can add custom actions to individual Service Appointments (e.g., right-click an appointment bar or list item to "Reschedule" or "Print Label").

* Option D is correct: You can add Mass Actions to the Appointment List (select multiple checkboxes -> Actions -> "Bulk Dispatch").

* Note: You generally cannot perform custom actions on the "Service Territory" grouping headers (Option A) or multiple resources simultaneously (Option C) in the standard UI.

NEW QUESTION # 17

Which three topics should a consultant raise during the project scoping discussion of a field service implementation?

- A. Solution Design: request for acceptance
- B. Work Parameters: how work is being defined
- C. Sprint Review: to review what will be done during the sprint cycle
- D. Terminology: translate objectives and priorities into Field Service
- E. Project Objectives: what is essential

Answer: B,D,E

Explanation:

During Scoping (the initial phase), the goal is to align on the "What" and "Why" before moving to the "How."

* Option A is correct (Work Parameters): You must define what constitutes a "Job" (Work Order), how long it takes, and what skills are needed. This is the foundation of the data model.

* Option C is correct (Terminology): Mapping the customer's language to Salesforce terms (e.g., "We have 'Truck Rolls' -> In Salesforce, that is a 'Service Appointment'") is crucial to avoid confusion throughout the project.

* Option D is correct (Project Objectives): Defining what is "Essential" (MVP) vs. "Nice to Have" sets the project boundaries and success metrics.

- * Option B (Sprint Review) happens during the build phase (Agile methodology), not during initial scoping.
- * Option E (Solution Design) is the output of the scoping/analysis phase, not a topic you ask about during the initial discovery.

NEW QUESTION # 18

Universal Containers uses In-Day Optimization to optimize a Service Territory schedule during working hours. The dispatchers have recently noticed that In-Day Optimization reschedules Service Appointments in status 'In Progress' to other Service Resources, which requires them to correct the schedule manually.

What should a consultant recommend to troubleshoot this behavior?

- A. Check if the 'Optimization Request' status is 'In Progress'
- **B. Review if the 'In Progress' status is excluded from In-Day Optimization under 'Field Service Settings'.**
- C. Review if the 'In Progress' status is configured in 'Status Transitions' under 'Field Service Settings'.
- D. Check if the Scheduling Policy includes the 'Resource Availability' Work Rule.

Answer: B

Explanation:

When running optimization (Global or In-Day), the engine is allowed to move any appointment that is not "Pinned."

* Option C is correct. In Salesforce Field Service, you must explicitly define which statuses are considered Pinned (immovable) during optimization. This is configured in Field Service Settings > Optimization > Logic. If the 'In Progress' status is not selected in the "Pinned Statuses" list, the optimization engine sees that appointment as movable. To improve the schedule, it might unassign the current tech and assign a different one, even though the tech is already on-site.

* Ensuring 'In Progress' is "excluded from optimization logic" (Pinned) forces the engine to schedule around that appointment rather than moving it.

* Option B refers to "Status Transitions," which controls the lifecycle flow (e.g., New -> Scheduled -> In Progress) but does not control the scheduling engine's permission to move the job.

NEW QUESTION # 19

Green Energy Solution is getting more work for the next 3 weeks. They are engaging a new third-party contractor to help with some work for that time.

What should the admin recommend?

- A. Creating a Capacity Based Resource and deleting it after 3 weeks
- **B. Creating a Capacity Based Resource and giving it capacity for the next 3 weeks**
- C. Creating a Resource and deleting it after 3 weeks
- D. Creating a Resource and giving it capacity for the next 3 weeks

Answer: B

Explanation:

The key here is that it is a Third-Party Contractor and a Temporary engagement.

* Option C is correct.

* Capacity Based: Contractors are typically modeled as "Capacity Based Resources" (buckets of work) rather than named individuals, as you usually don't track their specific travel or breaks- you just know they can take "X hours of work per day."

* Giving Capacity: You would define the capacity only for the specific 3-week period. Once the capacity records end, the scheduling engine will naturally stop assigning work to them.

* Options B and D (Deleting): It is never a best practice to delete a Service Resource record after use.

You need the record to remain in the system to preserve the Audit Trail and historical data of the Work Orders they completed. You simply deactivate them or stop giving them capacity.

NEW QUESTION # 20

Which of the following objects have fieldsets that allow controlling how the data is displayed in the 'Dispatcher Console'? (Choose 3 options)

- **A. Service Appointment**
- **B. Service Resource**

- C. Assigned Resource
- **D. Resource Absence**
- E. Service Territory

Answer: A,B,D

Explanation:

The Dispatcher Console (Gantt) allows admins to customize which fields are visible in various panels and tooltips using standard Salesforce Field Sets.

* A is correct (Resource Absence): You can control what information appears when a dispatcher hovers over a non-availability block (e.g., "Sick Day," "Doctor's Appointment") by editing the field set on the Resource Absence object.

* B is correct (Service Appointment): This is the most heavily customized object. You can configure field sets to control the columns in the Appointment List, the text shown on the Gantt bar, and the fields in the tooltip (hover).

* C is correct (Service Resource): You can customize the resource list (left-hand side of the Gantt) to show fields like "Vehicle Type," "Skill Level," or "Phone Number" by editing the field set on the Service Resource object.

* Options D and E: Service Territory and Assigned Resource do not have direct field sets that control the Dispatcher Console layout in the same way the primary transactional objects do.

NEW QUESTION # 21

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