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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)

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Salesforce Advanced Field Service Accredited Professional Sample Questions (Q20-Q25):

NEW QUESTION # 20
Green Energy Solutions employs a field workforce and must ensure they have coverage to respond to emergencies, which may occur at any given time. GES' field service organization consists of several business units configured as Service Territories, of which a resource may support simultaneously.
Resources do not work in more than a single timezone at a given time, however, GES is looking for a solution to allow their resources to be available for emergency work in the off-hours, in all the territories that they may support.
Which solution should a consultant recommend?

- A. Create a shift for the Service Resource without a specified Service Territory, use recordset filter criteria to apply to emergencies only, and verify that the shift is contained in the Primary Territory membership dates
- B. Service Resources cannot be assigned to more than one Service Territory
- C. Create a shift for each Service Territory the Service Resource may belong to, set the time slot type to 'Designated' to apply to emergencies only, and verify that the shift is contained in the Primary Territory membership dates
- D. Create a shift for the Service Resource without a specified Service Territory, set the time slot type to 'Designated' and verify that the shift is contained in the Primary Territory membership dates

Answer: D

Explanation:
This scenario requires managing availability for resources who work across multiple territories (Primary and Secondary memberships) specifically for "off-hours" emergencies.
* Option D is correctbecause Shifts in Salesforce Field Service allow you to define ad-hoc availability outside of standard Operating Hours. Crucially, if you create a Shiftwithout specifying a Service Territory, that availability applies to the resource'sPrimary Territoryby default. However, because the resource also holdsSecondary Territory Membershipsfor the other business units, the scheduling engine (specifically the "Match Territory" Work Rule) recognizes this availability as valid for those territories as well, provided the shift falls within the membership dates.
* Setting the Time Slot Type to'Designated'(or 'Extended') is the standard way to mark time for specific work types (like Emergencies) using Work Rules that filter on those time slot types.
* Option B is incorrect because creating a separate shift foreveryterritory is administrative overhead and unnecessary when a single non-territory-specific shift can cover the resource's availability across their memberships.
* Option A is factually incorrect; resources can have multiple territory memberships.

NEW QUESTION # 21
Which two statements describe 'Global Optimization' accurately?

- A. Optimization can move appointments that were previously scheduled, meaning that the optimizer can slide scheduled service appointments right or left of their current time slot
- B. The Global Optimization process can assess millions of time slots and mobile worker options to produce schedules
- C. It's recommended to run Global Optimization during the day of service to fix unexpected in-day changes
- D. Global Optimization is the only process that supports Service Objectives and Work Rules that are defined in the Scheduling Policy
- E. Global Optimization runs faster than the Auto Scheduling process

Answer: A,B

Explanation:
Global Optimization is the heavy-lifting batch process in Salesforce Field Service designed to create the most efficient schedule possible.
* Option B is correct.Global Optimization uses a powerful algorithm to evaluate millions of potential combinations of resources, times, and routes to find the best overall score based on the Service Objectives.
* Option C is correct.Unlike "Appointment Booking" (which finds a slot for a single job without disturbing others), Global Optimization has the authority toreshuffle(move) existing appointments. It can slide jobs earlier or later, or reassess assignments to minimize travel time and white space (gaps) in the schedule.
* Option A is incorrect; Optimization is a batch process that takes significantly longer than the near real- time "Auto Scheduling."
* Option D describes "In-Day Optimization." Global Optimization is typically run overnight because it changes the whole schedule,

which is disruptive during the work day.
* Option E is incorrect; all scheduling methods (Global, In-Day, Resource Schedule Optimization, and Appointment Booking) utilize the Scheduling Policy (Work Rules and Objectives).

NEW QUESTION # 22

Universal Containers services customers in the public sector. When technicians are needed for repair jobs in government buildings, it is crucial that only technicians with the relevant security badge are selected for the job.
Which two configuration options can a consultant recommend to achieve the business requirement?

- A. Create an Apex Trigger that deletes 'Assigned Resources' that are not defined as 'Required Resources' for the Account
- B. Create 'Resource Preferences' of Type 'Required' for Accounts that require specific Service Resources
- C. Include the 'Extended Match' Work Rule in the relevant Scheduling Policies
- D. Include the 'Match Boolean' Work Rule in the relevant Scheduling Policies
- E. Use time-phased skills in order to ensure that only resources with security badges can perform the job

Answer: C,D

Explanation:
To filter resources based on strict criteria (like security clearance), you use Work Rules (Hard Constraints).
* Option B is correct (Match Boolean):This is a simple, effective method for binary requirements. You place a checkbox on the Service Appointment (e.g., "Requires Security Badge") and a corresponding checkbox on the Service Resource (e.g., "Has Security Badge"). TheMatch BooleanWork Rule enforces that if the Appointment is checked, the Resourcemustalso be checked.
* Option E is correct (Extended Match):If the requirement is more complex (e.g., matching a specific typeorlevelof badge), theExtended MatchWork Rule is best. It allows you to match a field on the Service Appointment (or Work Order) to a related list or field on the Service Resource. For example, matching the "Badge Type" required by the Government Account to the "Badge Type" held by the Resource.
* Note: While Skills (Option C) are also commonly used for this, the question specifically points toward Work Rule configurations (Boolean/Extended) often used for strict compliance attributes.

NEW QUESTION # 23

A customer provides services for a variety of products, and the capability for resources to perform services is often machine-specific. The customer explains that there are about 100 combinations of services and products that a single resource may support, and is concerned about performance.
Which configuration option should a consultant recommend?

- A. Configure skills to represent the services that resources perform. Utilize the 'Extended Match' Work Rule to filter resources by the products that they support
- B. Configure skills for each combination of services and products that a resource may support
- C. Configure an 'Extended Match' Work Rule to represent the services that resources perform. Utilize skills to filter resources by the vendors or products that they support
- D. Utilize an Extended Match Work Rule and custom table with records to represent each combination of services and products that a resource may support

Answer: A

NEW QUESTION # 24

A customer has few types of resources: internal full-time, internal part-time, and full-time contractors. The requirement is to prefer full-time employees over contractors, and contractors over part-time employees.
How should a consultant implement this requirement?

- A. Use 'Preferred Resource' Service Objective, assign the full-time employees as preferred for all Accounts.
- B. Use 'Resource Priority' Service Objective, set the full-time employees with priority '10', contractors with priority '9' and part-time with priority '8'.
- C. Use the 'Required Resource' Work Rule and set the full-time employees as required for all Accounts, use the 'Preferred Resource' Service Objective, and set the part-time and contractors as preferred to all Accounts.
- D. Use 'Resource Priority' Service Objective, set the full-time employees with priority '1', contractors with priority '2' and part-time employees with priority '3'.

Answer: B

Explanation:
To tier resources generally (not per customer), you use the Resource Priority Service Objective.
* Option C is correct.TheResource Priorityobjective works on a scoring scale where aHigher Value indicates aHigher Priority. The optimization engine attempts to assign the appointment to the resource that yields the highest overall schedule score.
* By assigning Full-Time = 10, Contractors = 9, and Part-Time = 8, the engine will "score" the Full- Time option highest, followed by the Contractor.
* Option Duses the inverse logic (1, 2, 3). If deployed, the engine would favor the Part-Time employees (Score 3) over the Full-Time employees (Score 1), which is the opposite of the requirement.
* Options A and Brefer toPreferred Resource, which is typically defined on theAccountorWork Order level (e.g., "Bob is preferred for Customer X"). It is not efficient for ranking entiregroupsof employees globally.

NEW QUESTION # 25

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