Original AP-209 Questions - Dumps AP-209 Vce

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Salesforce AP-209 Exam Syllabus Topics:

Topic	Details
Topic 1	• Assets: This domain examines asset architecture including hierarchies and relationships, and strategies for tracking and managing customer assets throughout their lifecycle.
Topic 2	• 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 3	• 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	• 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 5	• Mobile: This domain covers offline functionality in the Field Service Mobile app, mobile customization and extension options, technician management capabilities, and communication features between dispatchers, technicians, and customers.

>> Original AP-209 Questions <<

Dumps AP-209 Vce - 100% AP-209 Correct Answers

For candidates who prefer a more flexible and convenient option, Salesforce provides the AP-209 PDF file, which can be easily printed and studied at any time. The PDF file contains the latest real Advanced Field Service Accredited Professional (AP-209) questions, and AP-209 ensures that the file is regularly updated to keep up with any changes in the exam's content.

Salesforce Advanced Field Service Accredited Professional Sample Questions (Q46-Q51):

NEW QUESTION # 46

A customer wants to collect a mobile worker's geolocation history in the Field Service Mobile App only for some of the resources, while for others, they want this option to be disabled.

How can a consultant implement this requirement?

- A. Under the 'Field Service Settings', go to the 'Mobile App Configuration' tab and select which users should be included in the geolocation collection process
- B. Under the 'Field Service Mobile Settings', set the 'Collect Service Resource Geolocation History' to 'True'
- C. Under the 'Field Service Settings', go to the 'Mobile App Configuration' tab and select which profiles should be included in the geolocation collection process
- D. Create two 'Field Service Mobile Settings' records and assign it to the relevant profiles, one with the 'Collect Service Resource Geolocation History' set to 'True' and the other set to 'False'

Answer: D

Explanation:
The Field Service Mobile Settings configuration controls the behavior of the mobile app (branding, location tracking, flows, etc.).
* Option D is correct.To apply different settings to different groups of users, you must create multiple Field Service Mobile Settingsrecords. You assign these settings records to specificUser Profiles.
* You would create one settings record with "Collect Service Resource Geolocation History" enabled (for the tracked users).
* You would create a second settings record with it disabled (for the untracked users).
* You then map the relevant Profiles to the appropriate Settings record.
* Options A, B, and C imply global settings or non-existent tabs ("Mobile App Configuration" tab where you select users/profiles directly doesn't exist in the global settings in this manner; it is done via the specific Mobile Settings object assignments).

NEW QUESTION # 47

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. Use 'Relevance Groups' to apply this to resources in contractor group B. Set Operating Hours to 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 and use 'Schedule Over Lower Priority' to allow for overbooking resources
- C. 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
- D. 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

Answer: A,D

Explanation:
This scenario distinguishes between "External" contractors (buckets of work) and "Internal/Named" contractors (managed schedule).
* Option C (Contractor A):Since they manage workoutsideSalesforce and work specific hours (9-10 am), they should be modeled asCapacity-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 scheduleinsideSalesforce (likely named users), they act like standard employees. To limit them to 4 hours of work within a 9-5 shift, you use aWork Rule (Count Rule). You configure the rule to limit "Duration" to 240 minutes (4 hours) per day and use a Relevance Groupto ensure this ruleonlyapplies to Contractor B (not internal employees or Contractor A).

NEW QUESTION # 48

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

Answer: D

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 consideredPinned(immovable) during optimization. This is configured inField Service Settings > Optimization > Logic. If the 'In Progress' status isnotselected 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 aroundthat 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 # 49
A dispatcher notices that the Service Territory schedule for the next week is full with routine maintenance appointments, while there are several urgent repair jobs still waiting to be scheduled in the appointment list.
Which three actions should the dispatcher take to schedule the urgent repair jobs?

- A. Manually update the 'Assigned Resource' on each of the urgent repairs
- B. Ensure that the maintenance Service Appointments are not 'Pinned' and can be rescheduled
- C. Invoke 'Resource Schedule Optimization' for each Service Resource in the Service Territory
- D. Use 'Global Optimization' to optimize the territory schedule for the next week
- E. Check the 'Scheduling Priority' of the repair and maintenance Service Appointments

Answer: B,D,E

Explanation:
The goal is to fit high-priority work into a schedule already filled with low-priority work.
* Option B is correct.The system must know that the Repair jobs are more important than the Maintenance jobs. This is handled by theScheduling Priorityfield (used in the optimization logic to decide which job to drop if there is a conflict) or the Priority field mapped to Service Objectives.
* Option C is correct.Global Optimizationis the best tool here. It will look at the entire week, see the high-priority unscheduled jobs, and the low-priority scheduled jobs. It will then un-schedule or move the maintenance jobs to make room for the urgent repairs.
* Option D is correct.For Optimization to work, the existing maintenance appointments mustnot be Pinned. If they are pinned, the optimizer treats them as immovable rock, and it won't be able to free up the time needed for the repairs.
* Option A (Manual assignment) is inefficient and risky (could double-book). Option E (Resource Schedule Optimization) optimizes one person at a time; Global Optimization is better suited for balancing the load across the whole territory.

NEW QUESTION # 50
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. Utilize an Extended Match Work Rule and custom table with records to represent each combination of services and products that a resource may support
- B. 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
- C. Configure skills for each combination of services and products that a resource may support

- D. Configure skills to represent the services that resources perform. Utilize the 'Extended Match' Work Rule to filter resources by the products that they support

Answer: D

Explanation:
This question addresses the limits of Skills (Work Rules) vs. Extended Match (Custom Criteria).
* Option B is correct. This offers the most efficient hybrid approach9.
* Skills: Use standard Skills for the "Service Type" (e.g., "Repair," "Install"). This is simple and low-volume.
* Extended Match: Use the Extended Match Work Rule to handle the "Product" matching. Instead of creating thousands of skills (e.g., "Repair-ModelX," "Repair-ModelY"), you create a custom object or field logic that matches the Asset's Product to a list of Products Supported on the Resource's record. Extended Match is designed exactly for this "Pattern Matching" without polluting the Skills table.
* Option C is incorrect because creating a unique skill for every combination (100+ per resource) leads to "Skill Explosion." This bloats the data model and degrades optimization performance10.

NEW QUESTION # 51

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