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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">• 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 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.
Topic 4	<ul style="list-style-type: none">• 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.

Salesforce Advanced Field Service Accredited Professional Sample Questions (Q37-Q42):

NEW QUESTION # 37

Universal Containers installers are required to complete a standardized quality checklist that includes data inputs as well as capturing some pictures of the completed installation.

How should a Field Service consultant set up the mobile experience for those installers?

- A. Use 'Deep Linking' in order to achieve this requirement
- B. Give complete edit access to the mobile app so the installers have the flexibility to update what they need
- C. Create fields on the Service Appointment and create a Service Appointment 'Record Update' action for the quality check items and leverage 'Chatter' to post images
- D. Leverage 'Work Plans' and a flow to launch from a 'Work Step'

Answer: D

Explanation:

This scenario describes a structured process with validation (Checklist + Data + Images).

* Option A is correct. Work Plans are the standard, modern feature for checklists in Salesforce Field Service. A Work Plan consists of "Work Steps." These steps can be linked to a Flow, which provides a user-friendly wizard to capture specific data inputs and upload images in a structured way.

* Option B is the legacy method. Adding fields directly to the Service Appointment creates clutter and doesn't offer a step-by-step "Checklist" experience.

* Option C is a security risk (too much access) and provides no process guidance.

* Option D (Deep Linking) is used to jump out of the app to another app, which is not needed here since SFS can handle flows natively.

NEW QUESTION # 38

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

- A. Service Resource
- B. Service Appointment
- C. Resource Absence
- D. Assigned Resource
- E. Service Territory

Answer: A,B,C

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 # 39

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 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
- B. Utilize an Extended Match Work Rule and custom table with records to represent each combination of services and products that a resource may 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 # 40

Which two statements are true regarding offline available inventory?

- A. Only the most recently created Inventory items created are primed
- B. Multi-location inventory is not supported in the mobile app
- C. Inventory items can be viewed offline but cannot be consumed offline
- D. The user's inventory is primed
- E. For multi-location inventory, the app primes multiple locations and related items, but there are limits to be aware of

Answer: D,E

Explanation:

Offline capabilities are a critical feature of the Field Service mobile app.

* Option E is correct: The fundamental behavior of the app is to "Prime" (download for offline use) the inventory associated with the Service Resource. This ensures that when a technician is in a basement with no signal, they can still view their van stock and consume parts (create Product Consumed records).

* Option B is correct: Salesforce Field Service supports Multi-Location Inventory (e.g., a technician has a Van location and a Garage location). The app is capable of priming these additional locations so the tech can transfer stock between them. However, consultants must be aware of data volume limits (priming thousands of parts can slow down sync times), so configuration settings restrict how far back or how many items are synced.

* Option D is incorrect because the app specifically allows for the consumption of parts while offline; the transactions sync back to the server once connectivity is restored.

NEW QUESTION # 41

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

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

Answer: A,B,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

