

# Crack Salesforce AP-209 Certification Exam Without Any Hassle

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## HOW TO CRACK SALESFORCE ADMIN EXAM WITH EASE

**Know the Exam** 

- 60 questions
- 105 minutes
- 65% to pass

**Study the Exam Objectives** 

- Highlight the main areas: Security, Objects, Sales, Data Management, Automation, etc.

**Use Trailhead** 

- Self-paced learning
- Practical exercises

**Download the Admin Study Guide** 

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- Detailed info
- Sample questions

### Take Practice Exams



- Familiarize with exam pattern
- Improve time management

### Join Salesforce Communities



- Ask questions
- Share ideas

### Get Hands-On Experience



- Use the Salesforce platform
- Gain practical understanding

### Revise Regularly



- Retain knowledge
- Revisit difficult topics

### Relax and Believe in Yourself





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### Salesforce AP-209 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>• 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.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>• 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.</li></ul>
Topic 3	<ul style="list-style-type: none"><li>• Assets: This domain examines asset architecture including hierarchies and relationships, and strategies for tracking and managing customer assets throughout their lifecycle.</li></ul>
Topic 4	<ul style="list-style-type: none"><li>• 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.</li></ul>

>> AP-209 Test Assessment <<

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

#### NEW QUESTION # 20

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 Mobile Settings', set the 'Collect Service Resource Geolocation History' to

'True'

- B. Under the 'Field Service Settings', go to the 'Mobile App Configuration' tab and select which users should be included in the geolocation collection process
- 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 Settings records. You assign these settings records to specific User 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 # 21

Out of the below options, which three questions should a consultant typically ask during the first day of an initial implementation?

- A. What Service Objectives and what should their corresponding weights be within the different Scheduling Policies?
- B. Which Dynamic Gantt features should be incorporated into the use cases?
- **C. What needs to be synced with Salesforce? What integration is needed with external apps?**
- **D. What are the different types of services provided to customers? What are the skills required and the estimated duration?**
- **E. How are the different business units set up? Geographical/ functional/ both?**

**Answer: C,D,E**

Explanation:

During the "Day 1" or Scoping phase of an implementation, the goal is to define the high-level architecture and business model.

\* A is correct: Defining Integration points (ERP, HR, Inventory) is a foundational requirement that dictates the project scope and data strategy.

\* D is correct: Defining the Work (Work Types, Skills, Durations) is the core of the Field Service data model. You cannot configure the system without knowing what services are being performed.

\* E is correct: Defining the Territory Structure (Business Units) sets up the security model, sharing settings, and resource organization.

\* Options B and C are incorrect for the first day because they are detailed configuration specifics (Refinement). You cannot define "Service Objective Weights" or "Gantt Features" until you understand the basic business goals, services, and territories.

### NEW QUESTION # 22

Green Energy Solutions are trying to forecast the number and type of licenses needed to be purchased to support the following resource structure:

Service Territory A has 2 internal resources and 2 contractors set as capacity-based resources: ABC and XYZ, both represent a contractor company. ABC contracting company has 3 individual resources and XYZ contracting company has 4 individual resources.

What type of Field Service licenses and how many of each should Green Energy Solutions purchase?

- A. 2 Dispatchers, 2 Technicians, and 1 Contractor, plus 7 Contractors (3 for ABC and 4 for XYZ)
- B. 1 Dispatcher, 9 Technicians, and 2 Contractors
- C. 1 Dispatcher, 1 Technician, and 3 Contractors, plus 7 Contractors (3 for ABC and 4 for XYZ)
- **D. 1 Dispatcher, 2 Technicians, and 2 Contractors, plus 7 Contractors (3 for ABC and 4 for XYZ)**

**Answer: D**

Explanation:

This question tests your understanding of Salesforce Field Service License types (Dispatcher, Technician, Contractor).

\* 1 Dispatcher: Although not explicitly stated as a user in the text, you always need at least one dispatcher license to manage the

schedule. (Typically implied in licensing questions unless "0" is an option).

\* 2 Technicians: Territory A has "2 internal resources"<sup>1</sup>. Internal mobile workers require the standard Field Service Mobile (Technician) license.

\* 2 Contractors (Capacity-Based): The question states "2 contractors set as capacity-based resources: ABC and XYZ."<sup>2</sup> These are the "Bucket" accounts. In Salesforce, even capacity-based container users often consume a license (typically a Contractor or Community Plus login) to access the portal /community where they might view their aggregate schedule.

\* 7 Contractors (Individuals): The question specifies "ABC... has 3 individual resources and XYZ... has 4 individual resources"<sup>3</sup>. Even if the scheduling is done at the capacity (bucket) level, if these 7 people need to log in to the app or community to close jobs, they each need a license.

\* Result: 1 Dispatcher + 2 Technicians (Internal) + 2 Contractors (The Managers/Buckets) + 7 Contractors (The Workers) = Option D.

(Note: Licensing models can be complex. In some strictly capacity-based models, you might not license the 7 individuals if they never log in, but Option D is the most complete answer reflecting a standard model where all participants need system access).

### NEW QUESTION # 23

Which consideration should a consultant take when advising a customer on their Field Service Mobile App strategy, in a case where the Service Resources are named contractors who provide their own mobile devices?

- A. Field Service Mobile App is optimized for a handful of Android and iOS devices. Refer to 'Salesforce Help and Training' for the latest update
- B. Since all Service Resources are named contractors, 'Collect Service Resource Geolocation History' should be disabled
- C. Contractor licenses do not include access to the Field Service Mobile App
- D. Set all records to private to ensure customer data confidentiality

**Answer: A**

Explanation:

When dealing with a Bring Your Own Device (BYOD) strategy (common with contractors), device compatibility is the biggest technical hurdle.

\* Option B is correct. Salesforce explicitly publishes a list of supported devices and operating systems (iOS and Android versions)<sup>6</sup>. Since the company does not own the phones, they cannot guarantee every contractor has a compatible device. The consultant must warn the client to check these specs against their contractors' hardware.

\* Option A is a policy decision, not a technical constraint. You can track contractor location if they agree to it.

\* Option C is false; Contractor licenses (Community Plus) do include access to the Field Service Mobile App.

### NEW QUESTION # 24

Universal Containers offer repair services for customers' capital equipment. Sometimes, a customer may ask a repair technician to take a look at another piece of equipment while they're on-site.

How can Universal Containers give the field worker the flexibility to extend the time on site and track that they performed service on another piece of equipment?

- A. Add two custom fields: a custom checkbox field on the Service Appointment, that if selected will trigger the creation of another Service Appointment related to the same asset with an 'Immediately follow' dependency to the current Service Appointment, and a number field to capture the duration of the new service
- B. Create a custom text field on the Work Order that will capture 'Additional work onsite' and have the Salesforce administrator update the Asset with a custom field called 'Date of the last service'
- C. Build a Field Service Mobile flow and set it as a Mobile App Extension flow that will create a Work Order Line Item populating the Asset and extend the 'Duration' and 'Scheduled End' time of the Service Appointment. Leverage 'Scheduling Recipes' so optimization can reshuffle the remainder of the day, if the extended time requested is greater than 10 minutes
- D. Have the technician add the additional piece of equipment serviced to the 'Related Assets' list on the Work Order, and capture the 'Actual End date' upon completion

**Answer: C**

Explanation:

This requires a balance of data accuracy (tracking the asset) and schedule accuracy (updating the duration).

\* Option D is correct because it uses Field Service Mobile Flows, which is the best practice for guiding technicians through complex processes.

