

Free PDF Quiz Useful Salesforce - AP-209 - Advanced Field Service Accredited Professional Valid Study Questions



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Salesforce AP-209 Exam Syllabus Topics:

Topic	Details
Topic 1	<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.
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">• 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 4	<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.

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Salesforce Advanced Field Service Accredited Professional Sample Questions (Q11-Q16):

NEW QUESTION # 11

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

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

Answer: B,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 # 12

What should a consultant recommend to help a customer with their initiative to reduce their carbon footprint?

- A. Add the 'Maximum Travel from Home' Work Rule.
- B. Give 'Minimize Travel Service Objective the highest weight.
- C. Remove the 'Match Location' Work Rule.
- D. Remove the 'ASAP' Service Objective.

Answer: B

Explanation:

Reducing a carbon footprint in field service is primarily achieved by reducing the fuel consumption and distance driven by the fleet.

* Option B is correct. The Minimize Travel Service Objective calculates the travel distance/time for each potential appointment slot. By giving this objective the highest weight in the Scheduling Policy, the optimization engine will aggressively prioritize schedules that have the shortest routes, even if it means sacrificing other metrics (like "ASAP" or "Preferred Resource"). Shorter routes directly equate to less driving and lower emissions.

* Option A (Remove ASAP) might help slightly by removing the urgency to book "now" (which can cause inefficient routing), but it doesn't proactively optimize for low mileage like Option B does.

* Option C (Maximum Travel Work Rule) is a hard limit (e.g., "Don't travel more than 50 miles"). While it prevents extreme outliers, it doesn't optimize the routes within that radius.

NEW QUESTION # 13

Universal Containers has a job that requires two technicians, and both must possess the skills defined as 'Required' for that job. They need to show up at the same time and work through the entire job duration together. The technicians will also need to be able to be assigned to individual jobs later that day.

Which option should an architect recommend to support this scenario?

- A. One Work Order, one child Service Appointment with one Assigned Resource and a Work Order Line Item to store the second resource. Set Resource Absence on the second resource for the duration of the joint service
- B. Service Crew Resource related to one Crew and two Crew Members assigned for the whole day
- C. One Work Order, one child Service Appointment and two Assigned Resources
- **D. One Work Order, two child Service Appointments with Appointment Dependency of 'Same Start' between them**

Answer: D

Explanation:

This is a classic "Double-Booking" vs. "Complex Work" scenario.

* Option B is correct. To book two distinct people for the same work at the same time, you create two Service Appointments. You link them using a Complex Work dependency of type Same Start 4.

This tells the optimization engine: "Find a time where Resource A (Appointment 1) and Resource B (Appointment 2) are BOTH free, and book them simultaneously."

* Option A is incorrect because a single Service Appointment can typically only have one active Assigned Resource for scheduling purposes in the standard optimization model (unless using Crew Management, but Crews are for static teams, not ad-hoc pairs).

* Option D is incorrect because the requirement states they need to be assigned to "individual jobs later that day" 5. Service Crews are designed for resources who stay together all day. Breaking a crew apart for half a day is administratively difficult.

* Option C is a hack (Resource Absence) that blocks the second tech's time but doesn't link them to the actual job details properly.

NEW QUESTION # 14

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

Answer: A,C,E

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 # 15

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. Set all records to private to ensure customer data confidentiality
- **B. Field Service Mobile App is optimized for a handful of Android and iOS devices. Refer to 'Salesforce Help and Training' for the latest update**

