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Salesforce AP-209 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">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 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"> 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 (Q24-Q29):

NEW QUESTION # 24

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

Answer: A

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"¹. 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."² 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"³. 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 # 25

Green Energy Solutions would like to track their vehicles' availability, so that once a Work Order is created, both a Service Resource and a vehicle need to be assigned to the work, to ensure that the resource will use an available vehicle for the job.

How would a consultant recommend implementing this requirement?

- A. Set the vehicle as a Service Resource, create a Work Order and two Service Appointments, one for the mobile worker and one for the vehicle, use 'Complex Work' with a dependency of type 'Same Start'
- B. Set the vehicle as a Service Resource, create a Work Order and two Service Appointments, one for the mobile worker and one for the vehicle, use 'Complex Work' with a dependency of type 'Immediately Follow'
- C. Set the vehicle as a 'Required Product'. Once a resource is assigned to the work a 'vehicle' product will be consumed via the Field Service mobile App to indicate that this vehicle is being used
- D. Set the vehicle as a 'Required Product'. Once the Work Order is created it will inherit the 'Required Product' and notify the resource that this vehicle needs to be used for the job

Answer: A

Explanation:

The requirement is to schedule two distinct resources (a Human and a Vehicle) for the same job at the same time.

* Option C is correct.

* Vehicle as Service Resource: You must model the vehicle as a Service Resource (Type: Asset) to track its availability on the Gantt and prevent double-booking.

* Complex Work (Same Start): To ensure the vehicle and the technician are booked together, you use Complex Work dependencies. "Same Start" ensures that the vehicle appointment and the technician appointment are scheduled to begin simultaneously.

* Options A and D are incorrect because Products are not scheduled. Consuming a product does not check if the vehicle is available at that specific time, potentially leading to double-booking the van.

* Option B is incorrect because "Immediately Follow" implies a sequence (Technician finishes -> Vehicle starts), which is not how a shared ride/equipment scenario works.

NEW QUESTION # 26

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. 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
- B. 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
- C. 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
- D. 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'

Answer: B

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.

* Data: Creating a Work Order Line Item (WOLI) is the correct data model to track work done on a specific (secondary) Asset under the main Work Order.

* Schedule: The flow can update the current Service Appointment's Duration and Scheduled End to reflect the reality that the tech will be there longer.

* Automation: Triggering a "Scheduling Recipe" (now typically handled via Flows/Optimization services) ensures that if the appointment runs long, subsequent appointments for the day are automatically shifted (Reshuffled) to prevent overlapping/late arrivals.

* Options A and C fail to update the schedule duration, meaning the tech will likely be late to their next job without the dispatcher knowing. Option B creates a second appointment, which is administratively heavy for "just looking at" another asset during the same visit.

NEW QUESTION # 27

A customer needs to cancel all appointments within a specific area due to climate changes that boosted a bushfire.

How should a consultant recommend implementing this requirement?

- A. Draw a polygon on the map for the bushfire area and use the bulk action to 'Unschedule' the appointments
- B. Create a report for the appointments that are located in this area and use a data import tool to change the appointment's status to 'Canceled'
- C. Change the priority for the appointments to a low priority and run 'In-Day Optimization'
- D. Create a custom list view for the appointments that should be cancelled, select the appointments and use the 'Unschedule' action

Answer: A

Explanation:

The Dispatcher Console Map is the most efficient tool for geographic mass actions.

* Option A is correct. Salesforce Field Service allows dispatchers to draw custom Map Polygons directly on the Gantt map. Once a polygon is drawn around the affected bushfire area, the dispatcher can right-click the polygon (or use the actions menu) to perform Mass Actions on all Service Appointments contained within that shape. "Unschedule," "Cancel," or "Flag" are standard bulk actions available in this context.

* Option B (Reports/Data Loader) is too slow for an emergency response.

* Option C (Optimization) would just move the appointments to later times, not cancel/unschedule them.

* Option D (List View) is difficult because defining a "bushfire area" using text filters (City, Zip) is often inaccurate compared to drawing the precise boundary on a map.

NEW QUESTION # 28

Universal Containers wants to use 'Capacity Based' contractors to complete installations that often require crews and can take more than one day.

What is true about 'Capacity Based Resources'? (Choose 2 options)

- A. Capacity Based Resources can be assigned to Service Appointments that have a Scheduling Dependency
- **B. Complex Work does not support Capacity Based Resources**
- C. Crews can be Capacity Based Resources
- **D. Multi-Day Work does not support Capacity Based Resources**

Answer: B,D

Explanation:

Capacity-Based Scheduling is a simplified scheduling model (buckets of work) compared to the standard, granular optimization. Because it ignores specific travel times and start times, it has significant limitations.

* Option B is correct: Capacity-Based Resources (contractors) cannot be assigned Multi-Day Service Appointments. They work on a "Hours per Day" or "Jobs per Day" limit, and the system cannot span a single appointment record across multiple days for them.

* Option C is correct: They cannot handle Complex Work (dependencies like "Start Same Time" or "Follow Immediately"). Since the engine doesn't calculate their precise start time (it just ensures they have enough hours in the day), it cannot synchronize their work with other resources.

* Option D is incorrect: You cannot create a Service Crew composed of Capacity-Based resources.

NEW QUESTION # 29

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