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Salesforce AP-209 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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	• 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.
Topic 3	• 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	• Assets: This domain examines asset architecture including hierarchies and relationships, and strategies for tracking and managing customer assets throughout their lifecycle.
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.

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Salesforce Advanced Field Service Accredited Professional Sample Questions (Q29-Q34):

NEW QUESTION # 29
Which three topics should a consultant raise during the project scoping discussion of a field service implementation?

- A. Work Parameters: how work is being defined
- B. Solution Design: request for acceptance
- C. Project Objectives: what is essential
- D. Sprint Review: to review what will be done during the sprint cycle
- E. Terminology: translate objectives and priorities into Field Service

Answer: A,C,E

Explanation:
During Scoping (the initial phase), the goal is to align on the "What" and "Why" before moving to the "How."
* Option A is correct (Work Parameters):You must define what constitutes a "Job" (Work Order), how long it takes, and what skills are needed. This is the foundation of the data model.
* Option C is correct (Terminology):Mapping the customer's language to Salesforce terms (e.g., "We have 'Truck Rolls' -> In Salesforce, that is a 'Service Appointment'") is crucial to avoid confusion throughout the project.
* Option D is correct (Project Objectives):Defining what is "Essential" (MVP) vs. "Nice to Have" sets the project boundaries and success metrics.
* Option B (Sprint Review) happensduringthe build phase (Agile methodology), not during initial scoping.
* Option E (Solution Design) is theoutputof the scoping/analysis phase, not a topic you ask about during the initial discovery.

NEW QUESTION # 30
Technicians are tasked with performing product upgrades at customer sites. During the upgrade process, a new product is installed to replace the obsolete product. For reporting purposes, the information about the obsolete and upgraded products, as well as the customer for which the upgrade is done should be tracked in Salesforce.
Which object should an admin configure to support this process?

- A. Asset Relationship

- B. Asset Warranty
- C. Child Asset
- D. Maintenance Asset

Answer: A

Explanation:
This question asks how to track the history/link between an old asset and a new one.
* Option C is correct.TheAsset Relationshipobject is a standard Salesforce object designed specifically to link two assets. It includes fields like Relationship Type (which can be set to "Replacement,"
"Upgrade," etc.) and From Date/To Date. This creates a clear lineage: Asset A was replaced by Asset B.
* Option A (Child Asset) implies a hierarchy (one ispartof the other), not a replacement.
* Option D (Maintenance Asset) is used for Maintenance Plans (PMs), not for tracking swap/upgrade history.

NEW QUESTION # 31
Universal Containers (UC) sell Service Contracts to their customers. One of the terms of the Service Contract determines that a UC technician will perform annual maintenance on all the customer's Assets until the contract expires.
UC would like to ensure that when a technician is sent to the customer, the maintenance work is completed in a single visit, and all covered Assets are listed on the Work Order's Service Report.
What Maintenance Plan configuration should a consultant recommend UC?

- A. 'Work Order Generation Method' is set to 'One Work Order Line Item per Asset' and 'Service Appointment Generation Method' is set to 'One Service Appointment per Work Order Line Item'
- B. 'Work Order Generation Method' is set to 'One Work Order per Asset' and 'Service Appointment Generation Method' is set to 'One Service Appointment per Work Order'
- C. 'Work Order Generation Method' is set to 'One Work Order Line Item per Asset' and 'Service Appointment Generation Method' is set to 'One Service Appointment per Work Order'
- D. 'Work Order Generation Method' is set to blank and 'Service Appointment Generation Method' is set to 'One Service Appointment per Work Order'

Answer: C

Explanation:
This question tests the Maintenance Plan generation logic.
* Option D is correct.The requirement isSingle Visit(One Appointment) forMultiple Assets.
* One Work Order Line Item per Asset:This groups all the assets under asingleparent Work Order. Each asset gets its own line item (WOLI) for tracking purposes.
* One Service Appointment per Work Order:This creates asingleappointment for the parent Work Order. The technician arrives once and works through the list of line items (Assets).
* Option B("One Work Order per Asset") would create separate Work Orders (and likely separate Appointments) for every single asset, resulting in multiple visits or a cluttered schedule.
* Option C("One SA per WOLI") would explicitly create a separate appointment for every single asset line item, causing massive double-booking/overlap.

NEW QUESTION # 32
A customer doesn't want contractors to be considered in optimization runs.
How can a consultant implement this requirement?

- A. Create 'Extended Match' Work Rule and include it in the Scheduling Policy
- B. Create 'Match Field' Work Rule and include it in the Scheduling Policy
- C. Create 'Count Rule' Work Rule and include it in the Scheduling Policy
- D. Create 'Match Boolean' Work Rule and include it in the Scheduling Policy

Answer: D

Explanation:
To exclude a specific subset of resources from being scheduled by the optimization engine, you use a Hard Constraint Work Rule.
* Option D is correct.TheMatch BooleanWork Rule is designed to filter resources based on a checkbox (Boolean) field.
* You would create a custom checkbox on the Service Resource object (e.g., Is_Contractor__c).

* You configure the Match Boolean rule in the Scheduling Policy to enforce that Is_Contractor__c must be False.
* When optimization runs, any resource where Is_Contractor__c = True fails the rule and is completely ignored/excluded from the schedule calculation.
* Option A (Count Rule) limits volume, it doesn't exclude.
* Options B and C (Match Field/Extended Match) match properties between theJoband theResource(e.g., Skill or Location matching), which is not the same as a blanket exclusion of a resource type.

NEW QUESTION # 33

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 customMap Polygonsdirectly 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 performMass Actionson 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 # 34

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