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Salesforce AP-209 Exam Syllabus Topics:

Topic	Details
Topic 1	• Assets: This domain examines asset architecture including hierarchies and relationships, and strategies for tracking and managing customer assets throughout their lifecycle.
Topic 2	• 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 3	• 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.

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Salesforce Advanced Field Service Accredited Professional Sample Questions (Q21-Q26):

NEW QUESTION # 21
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 'Immediately Follow'
- B. 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
- 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 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'

Answer: D

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

NEW QUESTION # 22
A customer doesn't want contractors to be considered in optimization runs.
How can a consultant implement this requirement?

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

Answer: A

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 # 23
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. Multi-Day Work does not support Capacity Based Resources
- B. Crews can be Capacity Based Resources
- C. Capacity Based Resources can be assigned to Service Appointments that have a Scheduling Dependency
- D. Complex Work does not support Capacity Based Resources

Answer: A,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)cannotbe 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:Theycannothandle Complex Work (dependencies like "Start Same Time" or "Follow Immediately"). Since the engine doesn't calculate their precise start time (it just ensures they haveenoughhours 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 # 24
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. Service Crew Resource related to one Crew and two Crew Members assigned for the whole day
- B. 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
- 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 createtwo Service Appointments. You link them using aComplex Workdependency of typeSame Start4. 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 Ais incorrect because a single Service Appointment can typically only have oneactiveAssigned Resource for scheduling purposes in the standard optimization model (unless using Crew Management, but Crews are forstaticteams, not ad-hoc pairs).
* Option Dis incorrect because the requirement states they need to be assigned to "individual jobs later that day"5.Service Crewsare designed for resources who stay together all day. Breaking a crew apart for half a day is administratively difficult.
* Option Cis a hack (Resource Absence) that blocks the second tech's time but doesn't link them to the actual job details properly.

NEW QUESTION # 25
A division of Green Energy Solutions has different work hours for each day, and the daily hours are inconsistent from one week to another (example: this Monday 9 am-4 pm, this Tuesday 8 am-6 pm, next Monday 8 am-3 pm, next Tuesday 9 am-2 pm). This creates a lot of overhead.
What can an administrator configure to add efficiencies into their scheduling process and mitigate administrative overhead?

- A. Create Operating Hours that encompasses all the hours, then create non availabilities for the hours that are off on a given

day

- B. Create Operating Hours with no availability, and use Shifts to define the daily changing availability
- C. Create Operating Hours for all combinations and build a workflow to change the Service Territory Operating Hours every week
- D. Create a Service Territory with Operating Hours that encompasses all the hours, then create jobs for the specific hours needed to be covered

Answer: B

Explanation:
This addresses the "Shift vs. Operating Hours" architecture.
* Option B is correct.When a schedule hasno consistent weekly pattern, using standard Operating Hours (which repeat Mon-Sun indefinitely) is inefficient. The best practice is to assign the Service Territory Member (the resource) a "Shell" Operating Hours record that haszero time slots(No Availability).
* You then useShiftsto define the specific working times for specific dates (e.g., "Nov 1st: 9am-2pm").
* Because the base Operating Hours are empty, the Scheduling Engine looksonlyat the Shifts to determine availability. This avoids the conflict of having to "subtract" time from a standard day or constantly update the base record.

NEW QUESTION # 26
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