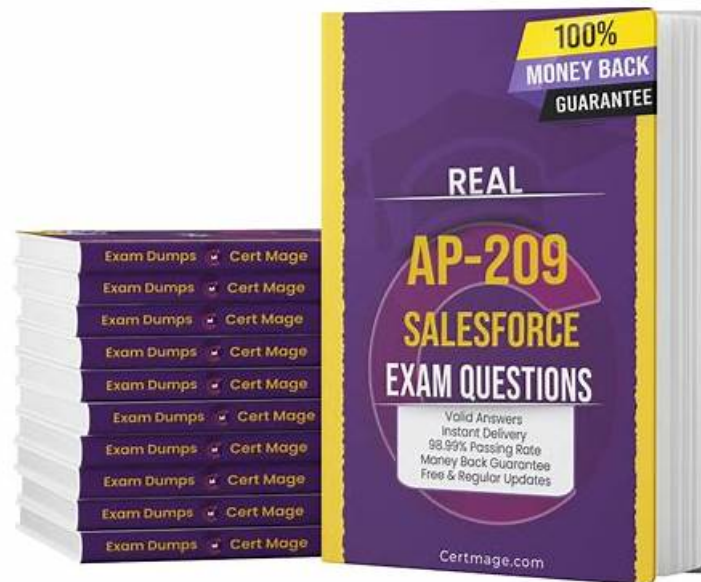


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## Salesforce AP-209 Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 3	<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>

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### Salesforce Advanced Field Service Accredited Professional Sample Questions (Q47-Q52):

#### NEW QUESTION # 47

A customer wants to assign work to Resources by postal code coverages, each Resource covering one or more postal codes. The solution must also support Scheduling and Optimization.

What should a consultant recommend to meet the customer's requirements?

- A. Use 'Match Fields', set the relevant postal code coverage on the resources level and on the Service Appointment level
- B. Model each postal code as a skill, assign the skill to the relevant Resources, and set the skill as a required skill for each Service Appointment within the postal code area
- C. Define each postal code as a Service Territory, assign Resources through STM (Service Territory Member) record to the Territory they need to cover
- **D. Model each postal code as a record in a custom object, and use the 'Extended Match' Work Rule to assign the Resources to Appointments within their postal code coverage using another custom junction object**

**Answer: D**

Explanation:

Mapping resources to specific Zip Codes (which are not necessarily Service Territories) is a common high-volume requirement.

\* Option A is correct. Creating a standard Service Territory for every postal code (Option D) creates a hierarchy that is too deep and hurts performance.

\* Instead, modeling "Zip Code Coverage" as a Custom Object (or data table) allows for a cleaner data model. You then use the Extended Match Work Rule. This rule is highly flexible; it can verify that the Zip Code on the Service Appointment matches a record in the Zip Codes Covered related list on the Service Resource. This supports optimization without bloating the Territory or Skill tables.

\* Option B (Match Fields) only works for 1-to-1 matching (e.g., The Resource has one zip field). It cannot easily handle a resource covering 50 different zip codes unless you use the custom object approach described in A.

#### NEW QUESTION # 48

What are three key considerations when working with a customer on their Service Territory management design?

- **A. Sizing to 50 resources per Territory**
- B. Sizing to 1,000 Appointments per day, per Territory
- **C. Sizing to 20 qualified candidates per Appointment**
- D. Ensuring all resources have skill assignments
- **E. Aligning all Territories to geographic regions**

**Answer: A,C,E**

Explanation:

Service Territory design heavily impacts the performance of the Gantt and Optimization engine.

\* Option C is correct: Historically, Salesforce recommended keeping Service Territories to around 50 Resources to ensure the Gantt loads quickly and optimization runs efficiently. (While limits have increased, this remains a safe "rule of thumb" for design).

\* Option D is correct: Territories are almost always Geographic. This drives the travel time calculations, which are central to the Field Service value proposition.

\* Option B is correct: This refers to the Appointment Booking search space. If a territory is too massive, the engine has to score thousands of candidates, which is slow. Designing territories/policies so that the engine evaluates a focused set (e.g., ~20 qualified candidates) ensures sub-second response times for booking slots.

\* Option A (Skill assignments) is about Resources, not Territory structure.

#### NEW QUESTION # 49

Universal Containers (UC) outsources all maintenance work to contractors, based on a contract that is renewed on a yearly basis. When a contract is terminated, UC would like to ensure that new maintenance Work Orders will not be scheduled for the terminated contractor.

Which two steps should an admin take to ensure their requirements are met?

- A. Add the 'Active Resources' Work Rule to the Scheduling Policies
- B. Deactivate the Service Resource
- C. Delete the Service Resource
- D. Add the 'Excluded Resources' Work Rule to the Scheduling Policies

**Answer: A,B**

Explanation:

To stop a resource from receiving work, you must mark them as inactive and ensure the scheduling engine respects that status.

\* Option C is correct: Deactivating the Service Resource (unchecking the "Active" checkbox on the record) is the standard way to "fire" or terminate a resource. It preserves history but flags them as no longer working.

\* Option A is correct: You must ensure your Scheduling Policy includes the Active Resources Work Rule. This rule explicitly tells the optimization engine: "Do not assign appointments to any resource where Active = False." Without this rule, the engine might still technically assign work to an inactive record if no other constraints block it.

\* Option B (Delete) is bad practice (data loss).

\* Option D (Excluded Resources) is for specific job-by-job exclusions (e.g., "Don't send Bob to this specific customer"), not for global termination.

#### NEW QUESTION # 50

A dispatcher notices that the Service Territory schedule for the next week is full with routine maintenance appointments, while there are several urgent repair jobs still waiting to be scheduled in the appointment list.

Which three actions should the dispatcher take to schedule the urgent repair jobs?

- A. Invoke 'Resource Schedule Optimization' for each Service Resource in the Service Territory
- B. Manually update the 'Assigned Resource' on each of the urgent repairs
- C. Check the 'Scheduling Priority' of the repair and maintenance Service Appointments
- D. Use 'Global Optimization' to optimize the territory schedule for the next week
- E. Ensure that the maintenance Service Appointments are not 'Pinned' and can be rescheduled

**Answer: C,D,E**

Explanation:

The goal is to fit high-priority work into a schedule already filled with low-priority work.

\* Option B is correct. The system must know that the Repair jobs are more important than the Maintenance jobs. This is handled by the Scheduling Priority field (used in the optimization logic to decide which job to drop if there is a conflict) or the Priority field mapped to Service Objectives.

\* Option C is correct. Global Optimization is the best tool here. It will look at the entire week, see the high-priority unscheduled jobs, and the low-priority scheduled jobs. It will then un-schedule or move the maintenance jobs to make room for the urgent repairs.

\* Option D is correct. For Optimization to work, the existing maintenance appointments must not be Pinned. If they are pinned, the optimizer treats them as immovable rock, and it won't be able to free up the time needed for the repairs.

\* Option A (Manual assignment) is inefficient and risky (could double-book). Option E (Resource Schedule Optimization) optimizes one person at a time; Global Optimization is better suited for balancing the load across the whole territory.

#### NEW QUESTION # 51

Green Energy Solution is getting more work for the next 3 weeks. They are engaging a new third-party contractor to help with some work for that time.

What should the admin recommend?

- A. Creating a Capacity Based Resource and deleting it after 3 weeks
- B. Creating a Resource and deleting it after 3 weeks
- C. Creating a Capacity Based Resource and giving it capacity for the next 3 weeks
- D. Creating a Resource and giving it capacity for the next 3 weeks

**Answer: C**

Explanation:

The key here is that it is a Third-Party Contractor and a Temporary engagement.

\* Option C is correct.

\* Capacity Based: Contractors are typically modeled as "Capacity Based Resources" (buckets of work) rather than named individuals, as you usually don't track their specific travel or breaks- you just know they can take "X hours of work per day."

\* Giving Capacity: You would define the capacity only for the specific 3-week period. Once the capacity records end, the scheduling engine will naturally stop assigning work to them.

\* Options B and D (Deleting): It is never a best practice to delete a Service Resource record after use.


You need the record to remain in the system to preserve the Audit Trail and historical data of the Work Orders they completed. You simply deactivate them or stop giving them capacity.

## NEW QUESTION # 52

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