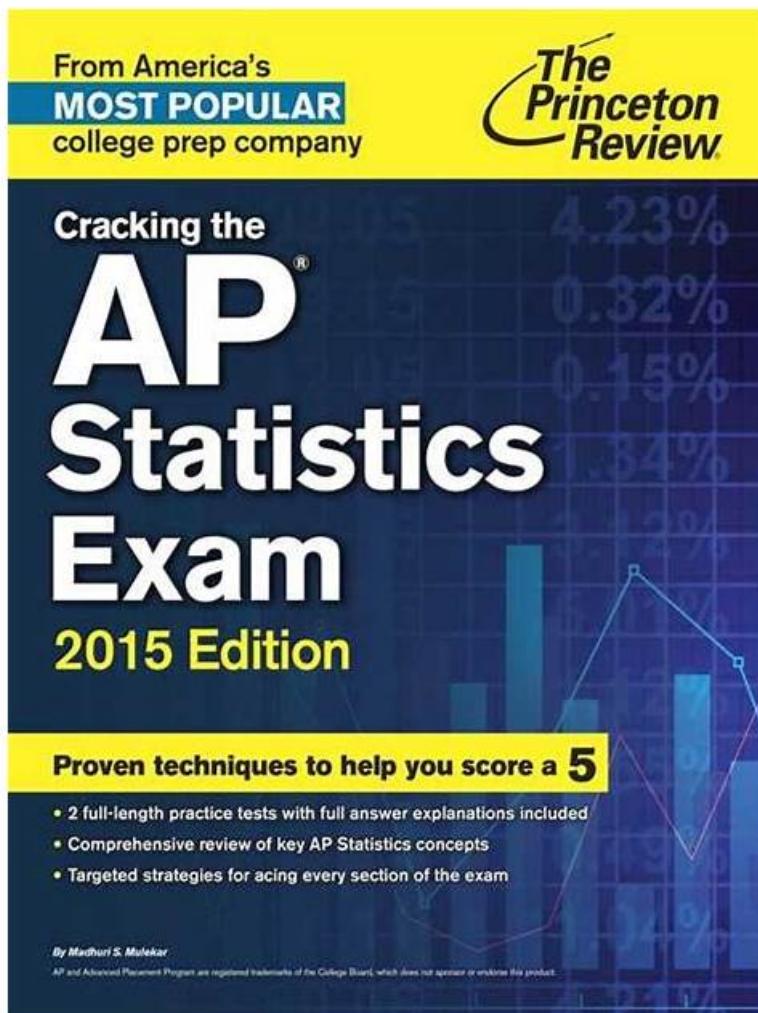


# AP-209 Reliable Exam Sample & AP-209 Testking Exam Questions



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## Salesforce AP-209 Exam Syllabus Topics:

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

Topic 4	<ul style="list-style-type: none"> <li>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.</li> </ul>
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#### >> AP-209 Reliable Exam Sample <<

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

#### NEW QUESTION # 29

A Customer is outsourcing some of the maintenance work to third-party contractors (named contractors, not capacity based). Unlike internal employees who have consistent working hours (Mon-Fri, 8 am-5 pm), contractors' working hours vary from day to day.

The internal employees' availability is set with Operating Hours, while the contractors' availability is set with Shifts on top of these Operating Hours. As a result, on days where the contractor's workday ends at 4 pm, for some reason the contractors still show up as valid candidates for a visit scheduled to end at 5 pm.

What should a consultant change to prevent such behavior?

- A. Instead of using Shifts, create multiple 'Operating Hours' records and assign each record to the contractor STM (Service Territory Member) and change on a daily basis
- B. Change the current 'Operating Hours' assigned to everyone to end at 4 pm (instead of 5 pm) and set the 4 pm till 5 pm availability using Shifts
- C. Set the contractors as a 'Capacity Based' resources and limit their working hours per day
- D. Create an 'Operating Hours' record with no time slots and assign it to the contractors through the STM (Service Territory Member) record. That will override the Territory's regular 'Operating Hours' and the contractor's availability will be derived only from Shifts

#### Answer: D

Explanation:

This issue arises because Salesforce Field Service calculates availability by combining Operating Hours AND Shifts. If a user has Operating Hours of 9-5, they are fundamentally "Available" during that time. A Shift is typically used to add or extend availability (or define it if using specific settings), but standard Operating Hours often take precedence as the "Base."

\* Option A is correct. To have a resource's availability defined exclusively by variable Shifts, the best practice is to assign them a "Shell" or "Empty" Operating Hours record (one with zero time slots defined). With no base hours, the system looks only to the Shifts to determine when the resource is working. This ensures that if a Shift ends at 4 PM, the resource is truly unavailable at 5 PM.

\* Option B is administratively impossible (you cannot automate changing the STM Operating Hours record lookup daily without complex custom code, and it's not a standard practice).

#### NEW QUESTION # 30

Universal Containers uses In-Day Optimization to optimize a Service Territory schedule during working hours. The dispatchers have recently noticed that In-Day Optimization reschedules Service Appointments in status 'In Progress' to other Service Resources, which requires them to correct the schedule manually.

What should a consultant recommend to troubleshoot this behavior?

- A. Review if the 'In Progress' status is configured in 'Status Transitions' under 'Field Service Settings'.
- B. Check if the Scheduling Policy includes the 'Resource Availability' Work Rule.
- C. Review if the 'In Progress' status is excluded from In-Day Optimization under 'Field Service Settings'.

- D. Check if the 'Optimization Request' status is 'In Progress'

**Answer: C**

Explanation:

When running optimization (Global or In-Day), the engine is allowed to move any appointment that is not "Pinned."

\* Option C is correct. In Salesforce Field Service, you must explicitly define which statuses are considered Pinned (immovable) during optimization. This is configured in Field Service Settings > Optimization > Logic. If the 'In Progress' status is not selected in the "Pinned Statuses" list, the optimization engine sees that appointment as movable. To improve the schedule, it might unassign the current tech and assign a different one, even though the tech is already on-site.

\* Ensuring 'In Progress' is "excluded from optimization logic" (Pinned) forces the engine to schedule around that appointment rather than moving it.

\* Option B refers to "Status Transitions," which controls the lifecycle flow (e.g., New -> Scheduled -> In Progress) but does not control the scheduling engine's permission to move the job.

**NEW QUESTION # 31**

A customer outsources some of the work to contractors. The contractors in company A need to be able to accept up to 4 hours of maintenance work per day, but their resources only work 9-10 am. They manage the scheduling and order of these jobs outside of Salesforce.

Contractor company B also must only accept 4 hours of work per day but work from 9-5 pm and manage their schedule inside Salesforce. The customer is using optimization.

Which two configurations need to be created to support the requirement?

- A. Configure 'Capacity Based Resources' with an 'Hours per Time Period' of 4 and a 'Time Period' of 'Day' for contractor group A. Set Operating Hours to 9-10 am for contractor group A resources
- B. Configure 'Capacity Based Resources' with an 'Hours Per Time Period' of 4 and a 'Time Period' of 'Day' for contractor group A. Set Operating Hours to 9-10 am for contractor group A resources and use 'Schedule Over Lower Priority' to allow for overbooking resources
- C. Configure a 'Scheduling Count Rule' with a 'Count Type' of 'Duration' to limit work. Use 'Relevance Groups' to apply this to resources in contractor group B. Set Operating Hours to 9-5 pm for contractor group B
- D. Configure a 'Scheduling Count Rule' with a 'Count Type' of 'Duration' to limit work for all resources. Set Operating Hours to 9-10 am for contractor group A and 9-5 pm for contractor group B

**Answer: A,C**

Explanation:

This scenario distinguishes between "External" contractors (buckets of work) and "Internal/Named" contractors (managed schedule).

\* Option C (Contractor A): Since they manage work outside Salesforce and work specific hours (9-10 am), they should be modeled as Capacity-Based Resources. This feature allows you to define a "bucket" of capacity (4 hours/day) without optimizing individual travel or start times. You simply dump work into their bucket until it is full.

\* Option A (Contractor B): Since they manage the schedule inside Salesforce (likely named users), they act like standard employees. To limit them to 4 hours of work within a 9-5 shift, you use a Work Rule (Count Rule). You configure the rule to limit "Duration" to 240 minutes (4 hours) per day and use a Relevance Group to ensure this rule only applies to Contractor B (not internal employees or Contractor A).

**NEW QUESTION # 32**

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. Contractor licenses do not include access to the Field Service Mobile App
- C. Field Service Mobile App is optimized for a handful of Android and iOS devices. Refer to 'Salesforce Help and Training' for the latest update
- D. Since all Service Resources are named contractors, 'Collect Service Resource Geolocation History' should be disabled

**Answer: C**

#### Explanation:

When dealing with a Bring Your Own Device (BYOD) strategy (common with contractors), device compatibility is the biggest technical hurdle.

\* Option B is correct. Salesforce explicitly publishes a list of supported devices and operating systems (iOS and Android versions). Since the company does not own the phones, they cannot guarantee every contractor has a compatible device. The consultant must warn the client to check these specs against their contractors' hardware.

\* Option A is a policy decision, not a technical constraint. You can track contractor location if they agree to it.

\* Option C is false; Contractor licenses (Community Plus) do include access to the Field Service Mobile App.

#### NEW QUESTION # 33

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

#### Answer: B

#### Explanation:

This question tests the Maintenance Plan generation logic.

\* Option D is correct. The requirement is Single Visit (One Appointment) for Multiple Assets.

\* One Work Order Line Item per Asset: This groups all the assets under a single parent Work Order. Each asset gets its own line item (WOLI) for tracking purposes.

\* One Service Appointment per Work Order: This creates a single appointment 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 # 34

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