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Salesforce AP-209 Exam Syllabus Topics:

Topic	Details
Topic 1	<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.
Topic 2	<ul style="list-style-type: none"> • 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	<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 4	<ul style="list-style-type: none"> • 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 5	<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.

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Salesforce Advanced Field Service Accredited Professional Sample Questions (Q65-Q70):

NEW QUESTION # 65

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 for all combinations and build a workflow to change the Service Territory Operating Hours every week
- **B. Create Operating Hours with no availability, and use Shifts to define the daily changing availability**
- C. Create Operating Hours that encompasses all the hours, then create non availabilities for the hours that are off on a given day
- 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 has no 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 has zero time slots (No Availability).

* You then use Shifts to define the specific working times for specific dates (e.g., "Nov 1st: 9am-2pm").

* Because the base Operating Hours are empty, the Scheduling Engine looks only at 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 # 66

Dispatchers have noticed that every time they run Global Optimization it fails. They have verified that the 'Optimization User' is active.

How can an admin troubleshoot this issue?

- A. Verify that the dispatcher user has the relevant Permission Sets to run Optimization
- **B. Run 'Health Check' using the 'Horizon Based Validations'**
- C. Log a support ticket
- D. Verify that Optimization is enabled in the org

Answer: B

Explanation:

When Global Optimization fails, the issue is often related to data quality, scheduling configuration, or constraint validity rather than user permissions. Field Service provides a built-in diagnostic tool to surface such issues.

* Option D is correct. The 'Health Check' tool, when run with 'Horizon Based Validations', evaluates the data, Scheduling Policy, Operating Hours, Service Resources and Service Appointments in scope of the optimization run. It surfaces issues such as missing geolocations, invalid time slots, missing skills, and inactive resources, which are common causes of optimization failures.

* Option A is incorrect because logging a support ticket should be the last resort, not a first troubleshooting step. The admin should first attempt to identify the root cause using built-in diagnostics.

* Option B is incorrect because Permission Sets are required for users who initiate optimization, but the question already confirms that the 'Optimization User' is active. Permission Sets would prevent the optimization from starting, not cause it to fail mid-run.

* Option C is incorrect because if Optimization were not enabled, the dispatchers wouldn't be able to invoke it at all.

NEW QUESTION # 67

Green Energy Solutions decided to start selling maintenance services to their install base of solar panels, in addition to the solar panel itself. GES would like better visibility into the value their maintenance contracts provide to customers by tracking the availability and reliability of their solar panels.

Which calculation is correct?

- A. Asset uptime = Availability / Reliability
- B. Availability = (expected uptime - accumulated planned and unplanned downtime) / expected uptime
- C. Availability = (expected uptime - accumulated unplanned downtime) / expected uptime
- D. Reliability = (expected uptime - accumulated planned and unplanned downtime) / expected uptime

Answer: C

Explanation:

Salesforce Field Service uses two distinct KPIs for service contracts: Availability and Reliability. The two differ in whether planned downtime (scheduled maintenance) is counted against the asset.

* Option C is correct. Availability measures the proportion of expected uptime that the Asset was usable, excluding only unplanned downtime. Planned maintenance is expected and excluded from the calculation, so Availability = (expected uptime - unplanned downtime) / expected uptime.

* Option D is partially right in form but mislabeled - Reliability is the metric that subtracts both planned and unplanned downtime: Reliability = (expected uptime - planned - unplanned downtime) / expected uptime. Mislabeled as the Availability formula (Option A) is incorrect.

* Option A is incorrect because that is the Reliability formula, not Availability.

* Option B is incorrect because Asset Uptime is the numerator of these formulas, not a ratio of Availability divided by Reliability.

NEW QUESTION # 68

Universal Containers is looking to roll out SFS Mobile Application to their field technicians. They must account for offline considerations as their techs are regularly in rural areas or building basements where connectivity is limited.

What three considerations should an architect keep in mind when implementing SFS mobile app and priming in this scenario? (Choose 3 options)

- A. Access to Products and Pricebooks offline will be limited to ones that the technician has access to and can review while also logged into the desktop
- B. Within Field Service Mobile Settings, setting a low value to the frequency between data updates to the SFS Mobile app (set under 'Schedule Update Frequency Time') may impact overall app performance and device/network usage
- C. Create Service Appointment list views for technicians which provides the minimum amount of Appointments necessary for the technicians to be productive
- D. Certain objects and records are not inherently primed, so implementation design considerations will need to be reviewed based on the primed vs not primed data
- E. If offline, once connectivity is re-established the technician will need to select the Profile Tab > Settings and select 'Data Sync' in order to refresh the data on the SFS Mobile App

Answer: B,C,D

Explanation:

Priming is the process of caching data on the device so that the technician can work offline. Priming has limits, can be tuned, and must be combined with scoped list views to keep the device fast and accurate.

* Option B is correct. Not every object and record is primed by default. The implementation team must map out which related records (Account, Contact, Asset, Knowledge, etc.) need to be available offline and configure priming or briefcase rules accordingly.

* Option D is correct. A very low Schedule Update Frequency Time forces the device to sync constantly, draining battery and consuming bandwidth even when the technician is offline or on a poor connection. The frequency must be tuned to balance freshness against device and network impact.

* Option E is correct. Scoping list views to the technician's own appointments (e.g., the next 7 days, my assignments) keeps the offline data set small and relevant, which improves performance and reduces sync time.

* Option A is incorrect because the SFS Mobile App syncs automatically when connectivity is restored; the technician does not need to manually trigger a Data Sync.

* Option C is incorrect because Product and Pricebook access offline is governed by priming and inventory configuration, not by whether the technician has reviewed them on the desktop.

NEW QUESTION # 69

A customer has few types of resources: internal full-time, internal part-time, and full-time contractors. The requirement is to prefer full-time employees over contractors, and contractors over part-time employees.

How should a consultant implement this requirement?

- A. Use 'Resource Priority' Service Objective, set the full-time employees with priority '1', contractors with priority '2' and part-time employees with priority '3'.
- B. Use the 'Required Resource' Work Rule and set the full-time employees as required for all Accounts, use the 'Preferred Resource' Service Objective, and set the part-time and contractors as preferred to all Accounts.
- C. Use 'Preferred Resource' Service Objective, assign the full-time employees as preferred for all Accounts.
- **D. Use 'Resource Priority' Service Objective, set the full-time employees with priority '10', contractors with priority '9' and part-time with priority '8'.**

Answer: D

Explanation:

To tier resources generally (not per customer), you use the Resource Priority Service Objective.

* Option C is correct. The Resource Priority objective works on a scoring scale where a Higher Value indicates a Higher Priority. The optimization engine attempts to assign the appointment to the resource that yields the highest overall schedule score.

* By assigning Full-Time = 10, Contractors = 9, and Part-Time = 8, the engine will "score" the Full-Time option highest, followed by the Contractor.

* Option D uses the inverse logic (1, 2, 3). If deployed, the engine would favor the Part-Time employees (Score 3) over the Full-Time employees (Score 1), which is the opposite of the requirement.

* Options A and B refer to Preferred Resource, which is typically defined on the Account or Work Order level (e.g., "Bob is preferred for Customer X"). It is not efficient for ranking entire groups of employees globally.

NEW QUESTION # 70

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