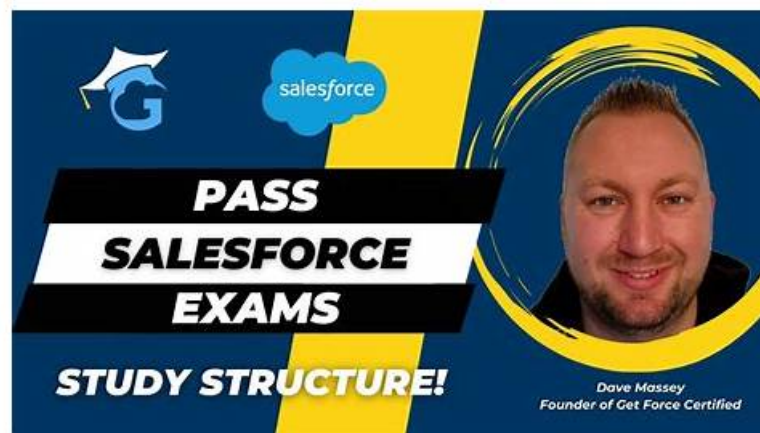# 100% Pass Salesforce - Efficient Best AP-209 Study Material

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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	• 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 3	• 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.

Salesforce Advanced Field Service Accredited Professional Sample Questions

(Q40-Q45):

NEW QUESTION # 40

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

Answer: B

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 # 41

A customer wants to collect a mobile worker's geolocation history in the Field Service Mobile App only for some of the resources, while for others, they want this option to be disabled.
How can a consultant implement this requirement?

- A. Under the 'Field Service Settings', go to the 'Mobile App Configuration' tab and select which profiles should be included in the geolocation collection process
- B. Create two 'Field Service Mobile Settings' records and assign it to the relevant profiles, one with the 'Collect Service Resource Geolocation History' set to 'True' and the other set to 'False'
- C. Under the 'Field Service Mobile Settings', set the 'Collect Service Resource Geolocation History' to 'True'
- D. Under the 'Field Service Settings', go to the 'Mobile App Configuration' tab and select which users should be included in the geolocation collection process

Answer: B

Explanation:
The Field Service Mobile Settings configuration controls the behavior of the mobile app (branding, location tracking, flows, etc.).
* Option D is correct. To apply different settings to different groups of users, you must create multiple Field Service Mobile Settings records. You assign these settings records to specific User Profiles.
* You would create one settings record with "Collect Service Resource Geolocation History" enabled (for the tracked users).
* You would create a second settings record with it disabled (for the untracked users).
* You then map the relevant Profiles to the appropriate Settings record.
* Options A, B, and C imply global settings or non-existent tabs ("Mobile App Configuration" tab where you select users/profiles directly doesn't exist in the global settings in this manner; it is done via the specific Mobile Settings object assignments).

NEW QUESTION # 42

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

- A. Terminology: translate objectives and priorities into Field Service
- B. Project Objectives: what is essential

- C. Sprint Review: to review what will be done during the sprint cycle
- D. Solution Design: request for acceptance
- E. Work Parameters: how work is being defined

Answer: A,B,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 # 43
Which of the following objects have fieldsets that allow controlling how the data is displayed in the
'Dispatcher Console'? (Choose 3 options)

- A. Service Territory
- B. Service Resource
- C. Assigned Resource
- D. Service Appointment
- E. Resource Absence

Answer: B,D,E

Explanation:
The Dispatcher Console (Gantt) allows admins to customize which fields are visible in various panels and tooltips using standard Salesforce Field Sets.
* A is correct (Resource Absence):You can control what information appears when a dispatcher hovers over a non-availability block (e.g., "Sick Day," "Doctor's Appointment") by editing the field set on the Resource Absence object.
* B is correct (Service Appointment):This is the most heavily customized object. You can configure field sets to control the columns in the Appointment List, the text shown on the Gantt bar, and the fields in the tooltip (hover).
* C is correct (Service Resource):You can customize the resource list (left-hand side of the Gantt) to show fields like "Vehicle Type," "Skill Level," or "Phone Number" by editing the field set on the Service Resource object.
* Options D and E:Service Territory and Assigned Resource do not have direct field sets that control the Dispatcher Consolelayout in the same way the primary transactional objects do.

NEW QUESTION # 44
A customer provides services for a variety of products, and the capability for resources to perform services is often machine-specific. The customer explains that there are about 100 combinations of services and products that a single resource may support, and is concerned about performance.
Which configuration option should a consultant recommend?

- A. Configure skills to represent the services that resources perform. Utilize the 'Extended Match' Work Rule to filter resources by the products that they support
- B. Configure skills for each combination of services and products that a resource may support
- C. Configure an 'Extended Match' Work Rule to represent the services that resources perform. Utilize skills to filter resources by the vendors or products that they support
- D. Utilize an Extended Match Work Rule and custom table with records to represent each combination of services and products that a resource may support

Answer: A

Explanation:
This question addresses the limits of Skills (Work Rules) vs. Extended Match (Custom Criteria).

* Option B is correct.This offers the most efficient hybrid approach9.
* Skills:Use standard Skills for the "Service Type" (e.g., "Repair," "Install"). This is simple and low-volume.
* Extended Match:Use theExtended Match Work Ruleto handle the "Product" matching. Instead of creating thousands of skills (e.g., "Repair-ModelX," "Repair-ModelY"), you create a custom object or field logic that matches theAsset's Productto a list ofProducts Supportedon the Resource's record. Extended Match is designed exactly for this "Pattern Matching" without polluting the Skills table.
* Option Cis incorrect because creating a unique skill for everycombination(100+ per resource) leads to
"Skill Explosion." This bloats the data model and degrades optimization performance10.

NEW QUESTION # 45

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