

Reliable New AP-209 Exam Fee—100% Latest Test Advanced Field Service Accredited Professional Assessment



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Salesforce AP-209 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">Assets: This domain examines asset architecture including hierarchies and relationships, and strategies for tracking and managing customer assets throughout their lifecycle.
Topic 2	<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.
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">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.

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Salesforce Advanced Field Service Accredited Professional Sample Questions (Q27-Q32):

NEW QUESTION # 27

What should a consultant recommend to help a customer with their initiative to reduce their carbon footprint?

- A. Remove the 'Match Location' Work Rule.
- B. Remove the 'ASAP' Service Objective.
- C. Give 'Minimize Travel' Service Objective the highest weight.
- D. Add the 'Maximum Travel from Home' Work Rule.

Answer: C

Explanation:

Reducing a carbon footprint in field service is primarily achieved by reducing the fuel consumption and distance driven by the fleet.

* Option B is correct. The Minimize Travel Service Objective calculates the travel distance/time for each potential appointment slot. By giving this objective the highest weight in the Scheduling Policy, the optimization engine will aggressively prioritize schedules that have the shortest routes, even if it means sacrificing other metrics (like "ASAP" or "Preferred Resource"). Shorter routes directly equate to less driving and lower emissions.

* Option A (Remove ASAP) might help slightly by removing the urgency to book "now" (which can cause inefficient routing), but it doesn't proactively optimize for low mileage like Option B does.

* Option C (Maximum Travel Work Rule) is a hard limit (e.g., "Don't travel more than 50 miles"). While it prevents extreme outliers, it doesn't optimize the routes within that radius.

NEW QUESTION # 28

An admin notices that an org currently has a large number of qualified candidates per Service Appointment.

How can the admin reduce the number of candidates per appointment in order to improve optimization quality?

- A. The admin should move some of the resources to a different Service Territory with fewer resources; alternatively, create a new Service Territory and assign it resources
- B. The admin should reduce the number of available candidates for each appointment by adding additional Work Rules, starting with the 'Match Territory', 'Working Territories', 'Maximum Travel From Home' and 'Extended Match' Work Rules in case they are not already applied
- C. The admin should use database Service Objectives such as 'Minimize Travel', 'Resource Priority' and 'Resource Preferences'
- D. The admin should log a support case, as the system should be able to handle this amount of qualified candidates

Answer: B

Explanation:

In Salesforce Field Service, the scheduling engine creates a list of "Qualified Candidates" based on Work Rules (Hard Constraints). If a search returns too many candidates, it places a heavy load on the CPU and can degrade optimization performance.

* Option D is correct because Work Rules are the mechanism used to filter candidates. Adding rules like Match Territory (ensuring the resource belongs to the territory), Maximum Travel from Home (filtering out distant resources), or Extended Match (matching custom criteria) effectively reduces the pool of eligible technicians before the system attempts to score them. This improves the speed and quality of the schedule.

* Option A is incorrect because Service Objectives are "Soft Constraints." They rank candidates (giving them a score of 0-100) but

do not remove them from the list.

* Option B is a manual structural change that doesn't address the configuration issue.

* Option C is incorrect because optimization performance is directly controlled by the efficiency of the configuration (Scheduling Policy).

NEW QUESTION # 29

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

Answer: A,B,D

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 # 30

Out of the below options, which three questions should a consultant typically ask during the first day of an initial implementation?

- A. What needs to be synced with Salesforce? What integration is needed with external apps?
- B. What Service Objectives and what should their corresponding weights be within the different Scheduling Policies?
- C. What are the different types of services provided to customers? What are the skills required and the estimated duration?
- D. How are the different business units set up? Geographical/ functional/ both?
- E. Which Dynamic Gantt features should be incorporated into the use cases?

Answer: A,C,D

Explanation:

During the "Day 1" or Scoping phase of an implementation, the goal is to define the high-level architecture and business model.

* A is correct: Defining Integration points (ERP, HR, Inventory) is a foundational requirement that dictates the project scope and data strategy.

* D is correct: Defining the Work (Work Types, Skills, Durations) is the core of the Field Service data model. You cannot configure the system without knowing what services are being performed.

* E is correct: Defining the Territory Structure (Business Units) sets up the security model, sharing settings, and resource organization.

* Options B and C are incorrect for the first day because they are detailed configuration specifics (Refinement). You cannot define "Service Objective Weights" or "Gantt Features" until you understand the basic business goals, services, and territories.

NEW QUESTION # 31

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. Field Service Mobile App is optimized for a handful of Android and iOS devices. Refer to 'Salesforce Help and Training' for the latest update

- B. Contractor licenses do not include access to the Field Service Mobile App
- C. Set all records to private to ensure customer data confidentiality
- D. Since all Service Resources are named contractors, 'Collect Service Resource Geolocation History' should be disabled

Answer: A

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 # 32

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