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Salesforce AP-209 Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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 3	<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 4	<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.

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Salesforce Advanced Field Service Accredited Professional Sample Questions (Q36-Q41):

NEW QUESTION # 36

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

Answer: A

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 capacityonlyfor 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 theAudit Trailand historical data of the Work Orders they completed. You simply deactivate them or stop giving them capacity.

NEW QUESTION # 37

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

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 working7.

* Option A is correct:You must ensure yourScheduling Policyincludes theActive ResourcesWork Rule8. 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 specificjob-by-jobexclusions (e.g., "Don't send Bob to this specific customer"), not for global termination.

NEW QUESTION # 38

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 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
- C. Configure skills for each combination of services and products that a resource may 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

NEW QUESTION # 39

Universal Containers services customers in the public sector. When technicians are needed for repair jobs in government buildings, it is crucial that only technicians with the relevant security badge are selected for the job.

Which two configuration options can a consultant recommend to achieve the business requirement?

- A. Create 'Resource Preferences' of Type 'Required' for Accounts that require specific Service Resources
- B. Use time-phased skills in order to ensure that only resources with security badges can perform the job
- C. Include the 'Extended Match' Work Rule in the relevant Scheduling Policies
- D. Create an Apex Trigger that deletes 'Assigned Resources' that are not defined as 'Required Resources' for the Account
- E. Include the 'Match Boolean' Work Rule in the relevant Scheduling Policies

Answer: C,E

Explanation:

To filter resources based on strict criteria (like security clearance), you use Work Rules (Hard Constraints).

* Option B is correct (Match Boolean): This is a simple, effective method for binary requirements. You place a checkbox on the Service Appointment (e.g., "Requires Security Badge") and a corresponding checkbox on the Service Resource (e.g., "Has Security Badge"). The Match Boolean Work Rule enforces that if the Appointment is checked, the Resource must also be checked.

* Option E is correct (Extended Match): If the requirement is more complex (e.g., matching a specific type or level of badge), the Extended Match Work Rule is best. It allows you to match a field on the Service Appointment (or Work Order) to a related list or field on the Service Resource. For example, matching the "Badge Type" required by the Government Account to the "Badge Type" held by the Resource.

* Note: While Skills (Option C) are also commonly used for this, the question specifically points toward Work Rule configurations (Boolean/Extended) often used for strict compliance attributes.

NEW QUESTION # 40

A customer doesn't want contractors to be considered in optimization runs.

How can a consultant implement this requirement?

- A. Create 'Extended Match' Work Rule and include it in the Scheduling Policy
- B. Create 'Match Field' Work Rule and include it in the Scheduling Policy
- C. Create 'Count Rule' Work Rule and include it in the Scheduling Policy
- D. Create 'Match Boolean' Work Rule and include it in the Scheduling Policy

Answer: D

Explanation:

To exclude a specific subset of resources from being scheduled by the optimization engine, you use a Hard Constraint Work Rule.

* Option D is correct. The Match Boolean Work Rule is designed to filter resources based on a checkbox (Boolean) field.

* You would create a custom checkbox on the Service Resource object (e.g., Is_Contractor__c).

* You configure the Match Boolean rule in the Scheduling Policy to enforce that Is_Contractor__c must be False.

* When optimization runs, any resource where Is_Contractor__c = True fails the rule and is completely ignored/excluded from the schedule calculation.

* Option A (Count Rule) limits volume, it doesn't exclude.

* Options B and C (Match Field/Extended Match) match properties between the Job and the Resource (e.g., Skill or Location)

matching), which is not the same as a blanket exclusion of a resource type.

NEW QUESTION # 41

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