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Salesforce Certified professionals are often more sought after than their non-certified counterparts and are more likely to earn higher salaries and promotions. Moreover, cracking the Advanced Field Service Accredited Professional (AP-209) exam helps to ensure that you stay up to date with the latest trends and developments in the industry, making you more valuable assets to your organization.

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">• Assets: This domain examines asset architecture including hierarchies and relationships, and strategies for tracking and managing customer assets throughout their lifecycle.
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.

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Salesforce Advanced Field Service Accredited Professional Sample Questions (Q24-Q29):

NEW QUESTION # 24

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 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
- B. 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
- 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: A

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 # 25

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

Answer: D,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 # 26

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

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

Answer: A

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 # 27

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

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 working.

* Option A is correct: You must ensure your Scheduling Policy includes the Active Resources Work Rule. 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 specific job-by-job exclusions (e.g., "Don't send Bob to this specific customer"), not for global termination.

NEW QUESTION # 28

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 'Count Rule' Work Rule and include it in the Scheduling Policy

- C. Create 'Match Field' 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 theJoband theResource(e.g., Skill or Location matching), which is not the same as a blanket exclusion of a resource type.

NEW QUESTION # 29

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