AP-209 Free Exam | Training AP-209 Tools

Final Exam Outline
AP 209
Chapters: 1-6, 9, 11-15, 16-19, 21-27

Note: Your Final Exam is comprehensive. Please **add your Exam 2 – Midterm outline to this outline for completeness.**

Chapter 16:

- Know and understand all of the terminology of the chapter
- Review and explain the similarities and differences between the nervous and endocrine systems; classifications of hormones; effects on target cells; and explain the glands, their hormones they secrete and the functions of those hormones (Modules 16.1 through 16.12)
- Explain diabetes mellitus, physiological responses caused by hormones, stress response, and disorders (Modules 16.13 through 16.18)

Chapter 17:

- Know and understand all of the terminology of the chapter
- Review and explain the basics of blood, especially the formed elements (Modules 17.5, 17.6, and 17.9)
- Explain hemostasis and disorders (Modules 17.10 and 17.11)

Chapter 18:

- Know and understand all of the terminology of the chapter
- Review and explain the basics of the anatomy and function of the heart (Modules 18.3 through 18.7)
- Explain the cardiac cycle, cardiac muscle contractions, autonomic activity of the heart, cardiac output – including heart rate and stroke volume, ECG, and disease (Modules 18.8, and 18.10 through 18.16)

Chapter 19:

- Know and understand all of the terminology of the chapter
- Explain pressure, resistance, and venous return and how they affect cardiac output; capillary bed and hydrostatic pressure vs. osmotic pressure; cardiovascular regulatory mechanisms; cardiovascular system and exercise; fetal circulation; and disorders (Modules 19.5 through 19.13, and 19.24)

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Salesforce AP-209 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• 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	• 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 4	• 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.

Training Salesforce AP-209 Tools & AP-209 Real Question

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Salesforce Advanced Field Service Accredited Professional Sample Questions (Q25-Q30):

NEW QUESTION # 25
Universal Containers wants to use 'Capacity Based' contractors to complete installations that often require crews and can take more than one day.
What is true about 'Capacity Based Resources'? (Choose 2 options)

- **A. Multi-Day Work does not support Capacity Based Resources**
- B. Capacity Based Resources can be assigned to Service Appointments that have a Scheduling Dependency
- **C. Complex Work does not support Capacity Based Resources**
- D. Crews can be Capacity Based Resources

Answer: A,C

Explanation:
Capacity-Based Scheduling is a simplified scheduling model (buckets of work) compared to the standard, granular optimization. Because it ignores specific travel times and start times, it has significant limitations.
* Option B is correct:Capacity-Based Resources (contractors)cannotbe assigned Multi-Day Service Appointments. They work on a "Hours per Day" or "Jobs per Day" limit, and the system cannot span a single appointment record across multiple days for them.
* Option C is correct:Theycannothandle Complex Work (dependencies like "Start Same Time" or
"Follow Immediately"). Since the engine doesn't calculate their precise start time (it just ensures they haveenoughhours in the day), it cannot synchronize their work with other resources.
* Option D is incorrect:You cannot create a Service Crew composed of Capacity-Based resources.

NEW QUESTION # 26
Green Energy Solutions would like to track their vehicles' availability, so that once a Work Order is created, both a Service Resource and a vehicle need to be assigned to the work, to ensure that the resource will use an available vehicle for the job.
How would a consultant recommend implementing this requirement?

- A. Set the vehicle as a 'Required Product'. Once a resource is assigned to the work a 'vehicle' product will be consumed via the Field Service mobile App to indicate that this vehicle is being used
- B. Set the vehicle as a 'Required Product'. Once the Work Order is created it will inherit the 'Required Product' and notify the resource that this vehicle needs to be used for the job
- C. Set the vehicle as a Service Resource, create a Work Order and two Service Appointments, one for the mobile worker and one for the vehicle, use 'Complex Work' with a dependency of type 'Immediately Follow'
- **D. Set the vehicle as a Service Resource, create a Work Order and two Service Appointments, one for the mobile worker and one for the vehicle, use 'Complex Work' with a dependency of type 'Same Start'**

Answer: D

Explanation:
The requirement is to schedule two distinct resources (a Human and a Vehicle) for the same job at the same time.
* Option C is correct.
* Vehicle as Service Resource:You must model the vehicle as a Service Resource (Type: Asset) to track its availability on the Gantt and prevent double-booking.
* Complex Work (Same Start):To ensure the vehicle and the technician are booked together, you use Complex Work dependencies. "Same Start" ensures that the vehicle appointment and the technician appointment are scheduled to begin

simultaneously.

* Options A and Dare incorrect becauseProductsare not scheduled. Consuming a product does not check if the vehicle is available at that specific time, potentially leading to double-booking the van.

* Option Bis incorrect because "Immediately Follow" implies a sequence (Technician finishes -> Vehicle starts), which is not how a shared ride/equipment scenario works.

NEW QUESTION # 27

Universal Containers would like the Service Appointment times that are displayed on the 'Dispatcher Console' to reflect the actual times a field worker starts and completes the work. That way, if they finish early, they might be able to add additional work to the new white space.

What implementation approach should the Field Service consultant recommend?

- A. Create a Service Appointment action for 'Check In' for the field worker to manually update the 'Status', 'Scheduled Start' and 'Actual Start' fields. Create another Service Appointment action for 'Check Out' for the field worker to manually update the 'Status', 'Scheduled End' and 'Actual End' fields
- B. Create two custom date/time fields to track the original scheduled times. Create a Field Service Mobile flow that will allow a field worker to update the 'Scheduled Start' and 'Actual Start' fields when they change the 'Status' to 'In Progress' and updates the 'Scheduled End' and 'Actual End' fields when they change the 'Status' to 'Completed'. Advise Universal Containers that there could be instances where the 'Dispatcher Console' will not update right away if the field worker is offline
- C. Create a Field Service Mobile flow that will allow a field worker to update the 'Scheduled Start' and 'Actual Start' fields when they change the 'Status' to 'In Progress' and updates the 'Scheduled End' and 'Actual End' fields when they change the 'Status' to 'Completed'
- D. Tell Universal Containers that it is not a best practice to change the 'Scheduled Start' and 'Scheduled End' fields. It would be good for Universal Containers to know what the original 'Scheduled Start' and the original 'Scheduled End' values were and compare them with the 'Actual Start' and 'Actual End' fields for reporting scheduling efficacy

Answer: C

Explanation:
The requirement is specifically to free up white space on the Gantt when a tech finishes early.
* Option D is correct.The Gantt chart visual blocks are drawn based on Scheduled Start and Scheduled End. If a tech finishes a 2-hour job in 30 minutes, the Gantt bar will remain 2 hours long unless the Scheduled End is updated. By using aMobile Flowto updateboththe Actuals (for reporting) and the Scheduled (for the Gantt), the bar shrinks, revealing 1.5 hours of open availability for the dispatcher to utilize.
* Option C is the "Purist" data view (don't change scheduled), but it fails the specific business requirement of allowing new work to be added immediately.
* Option A suggests creating custom fields for the original times, which is a valid part of the solution (to keep a history), but Option D describes the core functional mechanism (Flow updating the standard fields) required to achieve the Gantt behavior. The "Offline" warning in A is true but D is the more direct configuration answer.

NEW QUESTION # 28

Which of the following objects have fieldsets that allow controlling how the data is displayed in the 'Dispatcher Console'? (Choose 3 options)

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

Answer: A,C,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 # 29

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

Answer: B,C

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 # 30

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