

AP-209 Best Practice - AP-209 Latest Exam Book



P.S. Free & New AP-209 dumps are available on Google Drive shared by Itcertmaster: <https://drive.google.com/open?id=1sjt-AHgapuyI7ZlgiBEPvts67MbzyvN>

The price for AP-209 training materials is reasonable, and no matter you are a student at school or an employee in the company, you can afford it. In addition, AP-209 exam materials cover most of knowledge points for the exam, and you can pass the exam as well as improve your professional ability in the process of learning. AP-209 Exam Materials are high-quality, and you can improve your efficiency. We have online and offline chat service. If you have any questions about AP-209 exam materials, you can contact us, and we will give you reply as soon as possible.

The pass rate for AP-209 study guide materials is 99%, and if you choose us, we can ensure you that you will pass the exam successfully. You can also enjoy free update for one year if you buy AP-209 study materials from us, and the update version will be sent to your email automatically, therefore in the following year, you can get the free update version without spending money. Besides, our technicians will check the website constantly to ensure you have a good online shopping environment while buying AP-209 Exam Dumps from us.

>> AP-209 Best Practice <<

AP-209 Latest Exam Book | Real AP-209 Dumps

Itcertmaster AP-209 Desktop Practice Exam Software: In the Desktop AP-209 practice exam software version of AP-209 practice test is updated and real. The software is useable on Windows-based computers and laptops. There is a demo of the Advanced Field Service Accredited Professional (AP-209) practice exam which is totally free. Salesforce AP-209 practice test is very customizable and you can adjust its time and number of questions.

Salesforce AP-209 Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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 3	<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 4

- 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.

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

NEW QUESTION # 36

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

Answer: A,B,C

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 Console layout in the same way the primary transactional objects do.

NEW QUESTION # 37

Universal Containers is currently using the 'Resource Efficiency' feature in Field Service. The estimated duration for a replacement job is one hour, and the efficiency setup is as follows:

X is an expert, 'Efficiency' = 2.00 Y is a technician, 'Efficiency' = 1.00 Z is a junior technician, 'Efficiency' = 0.50

What will be the calculated duration of the Service Appointment when assigned to the different Service Resources?

- A. Estimated duration for X = 120 min, Y = 60 min, Z = 30 min
- B. Estimated duration for X = 60 min, Y = 60 min, Z = 60 min
- C. Estimated duration for X = 30 min, Y = 60 min, Z = 120 min
- D. Estimated duration for X = 30 min, Y = 60 min, Z = 90 min

Answer: C

Explanation:

Resource Efficiency is a multiplier that adjusts how long a particular resource needs to complete a job:

duration = base duration / efficiency. An expert (efficiency > 1) takes less time, and a junior (efficiency < 1) takes more.

* Option B is correct. Applying the formula to a base 60-minute job: X = 60 / 2.00 = 30 minutes, Y = 60 / 1.00 = 60 minutes, Z = 60 / 0.50 = 120 minutes.

* Option A is incorrect because 90 minutes for Z does not match the formula; 60 / 0.5 = 120, not 90.

* Option C is incorrect because it inverts the relationship - an expert takes less time, not more.

* Option D is incorrect because it ignores efficiency entirely.

NEW QUESTION # 38

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

- A. Sprint Review: to review what will be done during the sprint cycle
- B. Solution Design: request for acceptance
- C. Project Objectives: what is essential
- D. Work Parameters: how work is being defined
- E. Terminology: translate objectives and priorities into Field Service

Answer: C,D,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) happens during the build phase (Agile methodology), not during initial scoping.

* Option E (Solution Design) is the output of the scoping/analysis phase, not a topic you ask about during the initial discovery.

NEW QUESTION # 39

A customer shares with the consulting partner that the dispatchers, mobile resources and planners are very frustrated with the fact that the old Field Service system and processes are being replaced. They keep on saying that they won't be using the new system and that they are tired from all the changes within the company.

What should a consultant recommend in this case?

- A. Add to the implementation the usage of the Field Service Mobile App
- B. Recommend on outsourcing the job to third-party contractors
- C. Create flows to make processes as automated as possible
- D. Invest more time in training and focus on one Business Unit / Service Territory for the first phase

Answer: D

Explanation:

Change management is one of the biggest risks on any Field Service implementation. When end-users are openly resistant, the consultant must adjust scope and approach rather than push more technology on top of the unrest.

* Option C is correct. Investing in training reduces fear of the unknown and gives users confidence with the new tool. Phasing the rollout to a single Business Unit or Service Territory limits blast radius, lets the team build success stories, and turns early adopters into advocates for the broader rollout. This is a textbook change-management response.

* Option A is incorrect because adding more new functionality (the Mobile App) to a team that is already overwhelmed will increase resistance, not reduce it.

* Option B is incorrect because outsourcing the work does not address the user adoption problem and may further demoralize the existing staff.

* Option D is incorrect because adding more automation does not solve cultural resistance; users need to understand and trust the system before automation will be embraced.

NEW QUESTION # 40

What two actions should a consultant recommend to ensure that junior employees are prioritized when installations are scheduled?

- A. Leverage a 'Match Boolean' Work Rule to match on a custom field 'Is Junior'
- B. Increase the resource's priority on the junior Service Resource records, and increase the 'Resource Priority' Service Objective weighting
- C. Increase the installation 'Skill Level' for the senior resources, and increase the 'Skill Level Service Objective' weighting
- D. Update the 'Skill Level' Service Objective to 'Least Qualified'
- E. Assign a 'Preferred Resource' to a junior service resource when a customer has an installation job

Answer: B,D

Explanation:

To prioritize junior resources without creating rigid "hard constraints" (which might prevent scheduling altogether if no junior is

