Pass Guaranteed Quiz 2026 Salesforce AP-209: First-grade Latest Advanced Field Service Accredited Professional Practice Materials

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Salesforce AP-209 Exam Syllabus Topics:

Topic	Details
Topic 1	• Assets: This domain examines asset architecture including hierarchies and relationships, and strategies for tracking and managing customer assets throughout their lifecycle.
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	• 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	• 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 5	• 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 (Q46-Q51):

NEW QUESTION # 46
Universal Containers sells capital equipment that includes a 90-day warranty for repairs. They also offer a
'Preventative Maintenance Service Contract' for the purchase.
What data model and solution approach should a Field Service consultant recommend?

- A. Create a custom object called 'Capital Equipment' and create these records from 'Opportunity Products' when an 'Opportunity' is 'Won'. That record will have a formula checkbox field if it is under 'Warranty'.
  Create a 'Maintenance Plan' record if the customer signs up for a 'Preventative Maintenance Service Contract'
- B. Set the 'Warranty' and 'Maintenance Plan' as related lists on the 'Account' Record. Create an Automation that will trigger the creation of 'Preventive Maintenance Service Appointments' based on the related 'Maintenance Plan' if a 'Warranty' record is added as well
- C. Establish a new customer on-boarding administration role and have that Service Resource manually create the 'Asset' records and create custom checkbox fields to determine if the 'Asset' is under 'Warranty' and signed up for the 'Preventative Maintenance Service Contract'
- D. Use 'Opportunity Products' that will create 'Assets' when the 'Opportunity' is 'Won' with automation.
  That automation can also create a 'Warranty' record for the 90 day period. If a 'Preventative Maintenance Service Contract' is purchased, have an automation to create a 'Service Contract' record,
  'Maintenance Plan' record, and 'Maintenance Asset' records

Answer: D

Explanation:
This option follows the standard Salesforce Field Service data model and best practices for the "Lead-to-Cash- to-Service" lifecycle.
* Option C is correct.
* Assets:Standard automation (or CPQ) converts Opportunity Line Items intoAssetrecords.
* Warranties:StandardAsset WarrantyorEntitlementrecords track the 90-day coverage.
* Maintenance:If a recurring service contract is sold, the correct objects areService Contract(the agreement) andMaintenance Plan(the schedule/generation engine). The specific assets covered are linked viaMaintenance Assets.
* Option Ais manual and error-prone.
* Option Brecommends a custom object ("Capital Equipment") when the standardAssetobject exists specifically for this purpose.
* Option Dputs lists on the Account, losing the granularity ofwhich specific assetis covered.

NEW QUESTION # 47
What is the best practice to upload a photo that is taken by the mobile worker to a Work Order? (Choose 2 options)

- A. Use a quick action of type 'Upload Photo'
- B. Leverage the Field Service Mobile flow and add image upload component
- C. Post the photo via the 'Feed' tab
- D. Edit the Work Order record through the SFS Mobile App and add the photo as an attachment
- E. Use a quick action of type 'Attach File'

Answer: A,B

Explanation:
Salesforce Field Service provides specific tools for capturing rich media in a structured way.
* Option B is correct (Mobile Flow):This is the modern best practice. By using aFlowwith theFile Upload(or Image) screen component, you can guide the technician to take a photo at a specific step in the process (e.g., "Take a photo of the completed installation"). This ensures consistency.
* Option A is correct (Quick Action):You can configureQuick Actions(specifically Global or Object- Specific actions for File Uploads) in the Field Service Mobile app extension settings. This provides a one-tap button for technicians to launch the camera and attach a file directly to the record.
* Note: While Option D (Chatter Feed) is possible, it is unstructured data. Options A and B are the "Best Practice" recommendations for process adherence.

NEW QUESTION # 48
Universal Containers' dispatchers would like to alert technicians when emergency appointments are scheduled and dispatched to them.
Which two configurations should be recommended by the consultant to achieve this?

- A. Configure 'In Jeopardy' alerts for Field Service
- B. Create a flow that triggers a Custom Notification to the Assigned Resource when a Service Appointment is dispatched and flagged as an 'Emergency'
- C. Configure Custom Notifications for Field Service Mobile
- D. Create a Process Builder that checks the 'In Jeopardy' field when a Service Appointment is dispatched and flagged as 'Emergency'

Answer: B,C

Explanation:
To send push notifications to the Field Service mobile app based on specific criteria, you need both the configuration and the automation.
* Option B is correct:You must first enable and configureCustom Notificationsfor the Field Service Connected App. This ensures the mobile device is capable of receiving and displaying the specific notification type.
* Option D is correct:You need an automation trigger (Record-Triggered Flow) to detect the specific business condition: The Service Appointment Status changes to 'Dispatched'ANDthe Priority (or Work Type) is 'Emergency'. The flow then executes the "Send Custom Notification" action targeting the Assigned Resource user.
* Option A and C refer to "Jeopardy," which is a different feature used to warndispatchersabout impending SLA violations, not to notify technicians of new work.

NEW QUESTION # 49
Which two statements describe 'Global Optimization' accurately?

- A. Optimization can move appointments that were previously scheduled, meaning that the optimizer can slide scheduled service appointments right or left of their current time slot
- B. The Global Optimization process can assess millions of time slots and mobile worker options to produce schedules
- C. Global Optimization runs faster than the Auto Scheduling process
- D. Global Optimization is the only process that supports Service Objectives and Work Rules that are defined in the Scheduling Policy
- E. It's recommended to run Global Optimization during the day of service to fix unexpected in-day changes

Answer: A,B

Explanation:
Global Optimization is the heavy-lifting batch process in Salesforce Field Service designed to create the most efficient schedule possible.
* Option B is correct.Global Optimization uses a powerful algorithm to evaluate millions of potential combinations of resources, times, and routes to find the best overall score based on the Service Objectives.
* Option C is correct.Unlike "Appointment Booking"(which finds a slot for a single job without disturbing others), Global Optimization has the authority toreshuffle(move) existing appointments. It can slide jobs earlier or later, or reassess assignments to minimize travel time and white space (gaps) in the schedule.
* Option A is incorrect; Optimization is a batch process that takes significantly longer than the near real- time "Auto Scheduling."
* Option D describes "In-Day Optimization." Global Optimization is typically run overnight because it changes the whole schedule, which is disruptive during the work day.
* Option E is incorrect; all scheduling methods (Global, In-Day, Resource Schedule Optimization, and Appointment Booking) utilize the Scheduling Policy (Work Rules and Objectives).

NEW QUESTION # 50

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

Answer: B,D

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 # 51

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