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## Salesforce AP-209 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> <li>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.</li> </ul>

Topic 2	<ul style="list-style-type: none"> <li>• 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.</li> </ul>
Topic 3	<ul style="list-style-type: none"> <li>• Assets: This domain examines asset architecture including hierarchies and relationships, and strategies for tracking and managing customer assets throughout their lifecycle.</li> </ul>
Topic 4	<ul style="list-style-type: none"> <li>• 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.</li> </ul>

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## Salesforce AP-209 Latest Braindumps Ebook - Latest Updated AP-209 Dumps Questions and Authorized Valid Advanced Field Service Accredited Professional Real Test

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### Salesforce Advanced Field Service Accredited Professional Sample Questions (Q17-Q22):

#### NEW QUESTION # 17

Green Energy Solutions performs solar panel maintenance activities on their customers' Assets and has several customers in Narnia, a remote isolated town within the Service Territory. There is only one resource covering that territory. The dispatcher noticed that instead of grouping all of the Narnia activities for the same day, optimization is spreading these activities across the entire week, adding maintenance activities at other locations on the way to and back from Narnia. Although when comparing in a test environment the two schedules, the way optimization is behaving today produces lower weekly total travel than when grouping all Narnia visits to the same day, Green Energy Solutions would prefer to have the resource complete all solar panel maintenance activities at Narnia on the same day, as it will help with change management and user acceptance. Which three different configuration changes could a consultant evaluate to drive such optimization behavior? (Choose 3 options)

- A. Set the priority for all of Narnia customers' Service Appointments to be higher than the priority of the rest of the Appointments
- B. Leverage the 'Extended Match Rule' to define Narnia based services using a Custom Object, and set time based coverage of that area for only one day within the week
- C. Add another instance of the 'Minimize Travel' Service Objective to the Scheduling Policy, setting 'Exclude Home Base Travel' to be 'True'
- D. Create an 'Operating Hours' record with only one day of availability within the week, and assign it as 'Visiting Hours' to any Work Order that is related to a Narnia based customer
- E. Draw a polygon around Narnia and use the 'PolygonUtils' class to group Narnia based activities to be scheduled on the same day

**Answer: A,B,D**

Explanation:

The optimizer is already producing the mathematically lowest-travel result; the business wants to override that to consolidate Narnia visits to a single day. Several configuration levers can force the engine to favor same-day grouping.

\* Option A is correct. An Extended Match Rule with a custom 'Coverage' object can express the requirement that Narnia services are only valid on one specified day of the week. This hard rule forces all Narnia work into the same day.

\* Option B is correct. Assigning Visiting Hours on the Work Order that restricts Narnia customer visits to a single day per week constrains the engine to schedule all those appointments within that window, achieving the same-day grouping.

- \* Option E is correct. Raising priority on Narnia customers makes the optimizer schedule them earlier in the planning sequence. Combined with a tight time horizon, this often clusters them together because the optimizer satisfies high-priority work before filling gaps with lower-priority visits.
- \* Option C is incorrect because 'PolygonUtils' is not a Salesforce Field Service class used to constrain scheduling.
- \* Option D is incorrect because the customer already understands they will pay higher travel; adding another Minimize Travel objective would only reinforce the current undesired spread.

### NEW QUESTION # 18

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

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

**Answer: A,C,D**

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 # 19

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

**Answer: B,D**

### NEW QUESTION # 20

Which consideration should a consultant take when advising a customer on their Field Service Mobile App strategy, in a case where the Service Resources are named contractors who provide their own mobile devices?

- A. Since all Service Resources are named contractors, 'Collect Service Resource Geolocation History' should be disabled
- **B. Field Service Mobile App is optimized for a handful of Android and iOS devices. Refer to 'Salesforce Help and Training' for the latest update**
- C. Contractor licenses do not include access to the Field Service Mobile App
- D. Set all records to private to ensure customer data confidentiality

**Answer: B**

Explanation:

When dealing with a Bring Your Own Device (BYOD) strategy (common with contractors), device compatibility is the biggest technical hurdle.

\* Option B is correct. Salesforce explicitly publishes a list of supported devices and operating systems (iOS and Android versions). Since the company does not own the phones, they cannot guarantee every contractor has a compatible device. The consultant must warn the client to check these specs against their contractors' hardware.

\* Option A is a policy decision, not a technical constraint. You can track contractor location if they agree to it.

\* Option C is false; Contractor licenses (Community Plus) do include access to the Field Service Mobile App.

### NEW QUESTION # 21

Universal Containers (UC) sell Service Contracts to their customers. One of the terms of the Service Contract determines that a UC technician will perform annual maintenance on all the customer's Assets until the contract expires.

UC would like to ensure that when a technician is sent to the customer, the maintenance work is completed in a single visit, and all covered Assets are listed on the Work Order's Service Report.

What Maintenance Plan configuration should a consultant recommend UC?

- A. 'Work Order Generation Method' is set to 'One Work Order Line Item per Asset' and 'Service Appointment Generation Method' is set to 'One Service Appointment per Work Order'
- B. 'Work Order Generation Method' is set to 'One Work Order per Asset' and 'Service Appointment Generation Method' is set to 'One Service Appointment per Work Order'
- C. 'Work Order Generation Method' is set to blank and 'Service Appointment Generation Method' is set to 'One Service Appointment per Work Order'
- D. 'Work Order Generation Method' is set to 'One Work Order Line Item per Asset' and 'Service Appointment Generation Method' is set to 'One Service Appointment per Work Order Line Item'

**Answer: A**

Explanation:

This question tests the Maintenance Plan generation logic.

\* Option D is correct. The requirement is Single Visit (One Appointment) for Multiple Assets.

\* One Work Order Line Item per Asset: This groups all the assets under a single parent Work Order. Each asset gets its own line item (WOLI) for tracking purposes.

\* One Service Appointment per Work Order: This creates a single appointment for the parent Work Order. The technician arrives once and works through the list of line items (Assets).

\* Option B ("One Work Order per Asset") would create separate Work Orders (and likely separate Appointments) for every single asset, resulting in multiple visits or a cluttered schedule.

\* Option C ("One SA per WOLI") would explicitly create a separate appointment for every single asset line item, causing massive double-booking/overlap.

### NEW QUESTION # 22

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