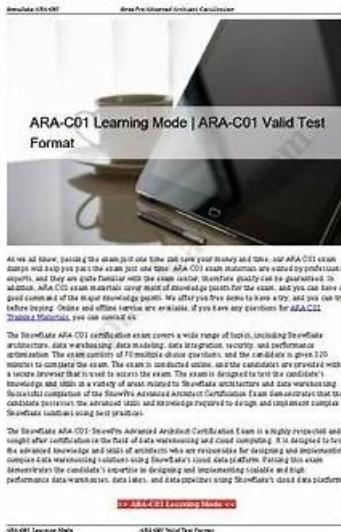


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Salesforce AP-209 Exam Syllabus Topics:

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">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	<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 4	<ul style="list-style-type: none"> 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 5	<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.

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Salesforce Advanced Field Service Accredited Professional Sample Questions (Q20-Q25):

NEW QUESTION # 20

A customer provides services for a variety of products, and the capability for resources to perform services is often machine-specific. The customer explains that there are about 100 combinations of services and products that a single resource may support, and is concerned about performance.

Which configuration option should a consultant recommend?

- A. Configure skills to represent the services that resources perform. Utilize the 'Extended Match' Work Rule to filter resources by the products that they support
- B. Utilize an Extended Match Work Rule and custom table with records to represent each combination of services and products that a resource may support
- C. Configure skills for each combination of services and products that a resource may support
- D. Configure an 'Extended Match' Work Rule to represent the services that resources perform. Utilize skills to filter resources by the vendors or products that they support

Answer: A

NEW QUESTION # 21

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

Answer: A,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) cannot be 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: They cannot handle Complex Work (dependencies like "Start Same Time" or "Follow Immediately"). Since the engine doesn't calculate their precise start time (it just ensures they have enough hours 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 # 22

Which two statements describe 'Global Optimization' accurately?

- A. It's recommended to run Global Optimization during the day of service to fix unexpected in-day changes
- B. Global Optimization runs faster than the Auto Scheduling process
- C. 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
- D. The Global Optimization process can assess millions of time slots and mobile worker options to produce schedules
- E. Global Optimization is the only process that supports Service Objectives and Work Rules that are defined in the Scheduling Policy

Answer: C,D

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 to reshuffle (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 # 23

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

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

Answer: C

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 # 24

A customer doesn't want contractors to be considered in optimization runs.

How can a consultant implement this requirement?

- A. Create 'Count Rule' Work Rule and include it in the Scheduling Policy
- B. Create 'Match Field' Work Rule and include it in the Scheduling Policy
- C. Create 'Extended Match' 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 the Job and the Resource (e.g., Skill or Location matching), which is not the same as a blanket exclusion of a resource type.

NEW QUESTION # 25

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