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Salesforce AP-209 Exam Syllabus Topics:

| Topic | Details |
|---------|--|
| Topic 1 | <ul style="list-style-type: none">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 2 | <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 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. |

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Salesforce Advanced Field Service Accredited Professional Sample Questions (Q10-Q15):

NEW QUESTION # 10

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. 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'
- 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. 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'
- 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 into Assetrecords.

* 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 # 11

Universal Containers has a job that requires two technicians, and both must possess the skills defined as

'Required' for that job. They need to show up at the same time and work through the entire job duration together. The technicians will also need to be able to be assigned to individual jobs later that day.

Which option should an architect recommend to support this scenario?

- A. One Work Order, two child Service Appointments with Appointment Dependency of 'Same Start' between them
- B. One Work Order, one child Service Appointment with one Assigned Resource and a Work Order Line Item to store the second resource. Set Resource Absence on the second resource for the duration of the joint service
- C. One Work Order, one child Service Appointment and two Assigned Resources
- D. Service Crew Resource related to one Crew and two Crew Members assigned for the whole day

Answer: A

Explanation:

This is a classic "Double-Booking" vs. "Complex Work" scenario.

* Option B is correct. To book two distinct people for the same work at the same time, you create two Service Appointments. You link them using a Complex Work dependency of type Same Start. This tells the optimization engine: "Find a time where Resource A (Appointment 1) and Resource B (Appointment 2) are BOTH free, and book them simultaneously."

* Option A is incorrect because a single Service Appointment can typically only have one active Assigned Resource for scheduling purposes in the standard optimization model (unless using Crew Management, but Crews are for static teams, not ad-hoc pairs).

* Option D is incorrect because the requirement states they need to be assigned to "individual jobs later that day". Service Crews are designed for resources who stay together all day. Breaking a crew apart for half a day is administratively difficult.

* Option C is a hack (Resource Absence) that blocks the second tech's time but doesn't link them to the actual job details properly.

NEW QUESTION # 12

Which two statements are true regarding offline available inventory?

- A. The user's inventory is primed
- B. Inventory items can be viewed offline but cannot be consumed offline
- C. Only the most recently created Inventory items created are primed
- D. For multi-location inventory, the app primes multiple locations and related items, but there are limits to be aware of
- E. Multi-location inventory is not supported in the mobile app

Answer: A,D

Explanation:

Offline capabilities are a critical feature of the Field Service mobile app.

* Option E is correct. The fundamental behavior of the app is to "Prime" (download for offline use) the inventory associated with the Service Resource. This ensures that when a technician is in a basement with no signal, they can still view their van stock and consume parts (create Product Consumed records).

* Option B is correct. Salesforce Field Service supports Multi-Location Inventory (e.g., a technician has a Van location and a Garage location). The app is capable of priming these additional locations so the tech can transfer stock between them. However, consultants must be aware of data volume limits (priming thousands of parts can slow down sync times), so configuration settings restrict how far back or how many items are synced.

* Option D is incorrect because the app specifically allows for the consumption of parts while offline; the transactions sync back to the server once connectivity is restored.

NEW QUESTION # 13

A division of Green Energy Solutions has different work hours for each day, and the daily hours are inconsistent from one week to another (example: this Monday 9 am-4 pm, this Tuesday 8 am-6 pm, next Monday 8 am-3 pm, next Tuesday 9 am-2 pm). This creates a lot of overhead.

What can an administrator configure to add efficiencies into their scheduling process and mitigate administrative overhead?

- A. Create Operating Hours for all combinations and build a workflow to change the Service Territory Operating Hours every week
- B. Create a Service Territory with Operating Hours that encompasses all the hours, then create jobs for the specific hours needed to be covered
- C. Create Operating Hours with no availability, and use Shifts to define the daily changing availability
- D. Create Operating Hours that encompasses all the hours, then create non availabilities for the hours that are off on a given day

Answer: C

Explanation:

This addresses the "Shift vs. Operating Hours" architecture.

* Option B is correct. When a schedule has no consistent weekly pattern, using standard Operating Hours (which repeat Mon-Sun indefinitely) is inefficient. The best practice is to assign the Service Territory Member (the resource) a "Shell" Operating Hours record that has zero time slots (No Availability).

* You then use Shifts to define the specific working times for specific dates (e.g., "Nov 1st: 9am-2pm").

* Because the base Operating Hours are empty, the Scheduling Engine looks only at the Shifts to determine availability. This avoids the conflict of having to "subtract" time from a standard day or constantly update the base record.

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?

- Answer: A**

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

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