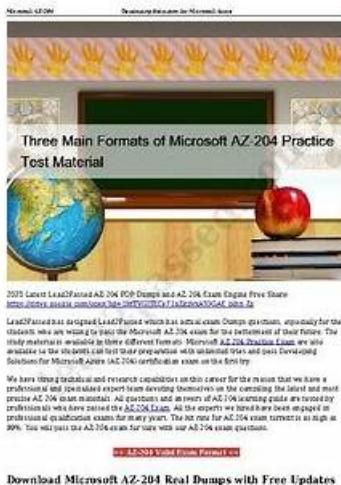


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## Salesforce AP-209 Exam Syllabus Topics:

Topic	Details
Topic 1	<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>
Topic 2	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 3	<ul style="list-style-type: none"><li>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.</li></ul>

## Start Preparation With TestPDF Salesforce AP-209 Exam Dumps

In addition to the Salesforce AP-209 PDF questions, we offer desktop AP-209 practice exam software and web-based AP-209 practice test to help applicants prepare successfully for the actual Advanced Field Service Accredited Professional exam. These Advanced Field Service Accredited Professional practice exams simulate the actual AP-209 Exam conditions and provide an accurate assessment of test preparation. Our desktop-based AP-209 practice exam software needs no internet connection.

### 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 Asset records.
- \* Warranties: Standard Asset Warranty or Entitlement records track the 90-day coverage.
- \* Maintenance: If a recurring service contract is sold, the correct objects are Service Contract (the agreement) and Maintenance Plan (the schedule/generation engine). The specific assets covered are linked via Maintenance Assets.
- \* Option A is manual and error-prone.
- \* Option B recommends a custom object ("Capital Equipment") when the standard Asset object exists specifically for this purpose.
- \* Option D puts lists on the Account, losing the granularity of which specific asset is 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 4. 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.

## NEW QUESTION # 14

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. Field Service Mobile App is optimized for a handful of Android and iOS devices. Refer to 'Salesforce Help and Training' for the latest update
- B. Since all Service Resources are named contractors, 'Collect Service Resource Geolocation History' should be disabled
- 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: A**

### 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 # 15

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