# Salesforce AP-209 Latest Dumps Pdf, AP-209 Authentic Exam Questions

You will need to pass the Advanced Field Service Accredited Professional (AP-209) exam to achieve the Salesforce AP-209 certification. Due to extremely high competition, passing the Salesforce AP-209 exam is not easy; however, possible. You can use ActualCollection products to pass the AP-209 Exam on the first attempt. The Salesforce practice exam gives you confidence and helps you understand the criteria of the testing authority and pass the Advanced Field Service Accredited Professional (AP-209) exam on the first attempt.

## Salesforce AP-209 Exam Syllabus Topics:

| Topic | Details |
|---|---|
| Topic 1 | • 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 2 | • 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 | • 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 4 | • 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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## Web-based Salesforce AP-209 Practice Test Software: Identify and Fill Your Knowledge Gaps Online

These Salesforce AP-209 exam questions give you an idea about the final Salesforce AP-209 exam questions formats, exam question structures, and best possible answers, and you will also enhance your exam time management skills. Finally, at the end of AP-209 Exam Practice test you will be ready to pass the final AP-209 exam easily. Best of luck in Advanced Field Service Accredited Professional (AP-209) exam and professional career!!!

## Salesforce Advanced Field Service Accredited Professional Sample Questions (Q21-Q26):

**NEW QUESTION # 21**

Green Energy Solutions would like to track their vehicles' availability, so that once a Work Order is created, both a Service Resource and a vehicle need to be assigned to the work, to ensure that the resource will use an available vehicle for the job.
How would a consultant recommend implementing this requirement?

- A. Set the vehicle as a 'Required Product'. Once the Work Order is created it will inherit the 'Required Product' and notify the resource that this vehicle needs to be used for the job
- B. Set the vehicle as a Service Resource, create a Work Order and two Service Appointments, one for the mobile worker and one for the vehicle, use 'Complex Work' with a dependency of type 'Immediately Follow'
- C. Set the vehicle as a 'Required Product'. Once a resource is assigned to the work a 'vehicle' product will be consumed via the Field Service mobile App to indicate that this vehicle is being used
- D. Set the vehicle as a Service Resource, create a Work Order and two Service Appointments, one for the mobile worker and one for the vehicle, use 'Complex Work' with a dependency of type 'Same Start'

**Answer: D**

Explanation:
The requirement is to schedule two distinct resources (a Human and a Vehicle) for the same job at the same time.
* Option C is correct.
* Vehicle as Service Resource:You must model the vehicle as a Service Resource (Type: Asset) to track its availability on the Gantt and prevent double-booking.
* Complex Work (Same Start):To ensure the vehicle and the technician are booked together, you use Complex Work dependencies. "Same Start" ensures that the vehicle appointment and the technician appointment are scheduled to begin simultaneously.
* Options A and Dare incorrect becauseProductsare not scheduled. Consuming a product does not check if the vehicle is available at that specific time, potentially leading to double-booking the van.
* Option Bis incorrect because "Immediately Follow" implies a sequence (Technician finishes -> Vehicle starts), which is not how a shared ride/equipment scenario works.

**NEW QUESTION # 22**

Green Energy Solutions provide two types of services: 'New Installs' (high revenue, high priority with a 3 day SLA) and 'Inspections' (proactive, low priority activities due 3 months out). The company incurs a penalty for missing due dates which the service manager would like to avoid. However, not at the expense of a new install.
What should the consultant's recommendation be in such a case?

- A. Add the 'ASAP' Service Objective to the Scheduling Policy, with a 'Relevance Group' that only considers new installs. Set the weight of that Service Objective to be higher than the 'Priority' Service Objective
- B. For inspections with a due date taking place in the next 7 days, set the 'Schedule Over Lower Priority' Boolean to 'True'
- C. Set up an automation that sets the priority value to '1' for all inspections that are due tomorrow, and set the priority of the New install jobs to '1' as well
- D. Use a 'Dynamic Priority' formula field that increases the value of the priority each day, up to a value of '2' (using the 1-100 scale) and set the priority of the new install jobs to '1'

**Answer: C**

Explanation:
The goal is to prevent low-priority "Inspections" from being ignored indefinitely until they miss their deadline, without permanently ranking them above high-value "New Installs."
* Option B is correct(based on the scenario's specific constraints). By using automation to elevate the Inspection's priority to '1' (High) only when it is due "tomorrow," the system treats it as urgentonlywhen necessary to avoid the penalty. Since "New Installs" are also Priority '1', the two will compete on equal footing on that final day, ensuring the Inspection has a fighting chance to be scheduled alongside high- value work.
* Option C (Dynamic Priority) is a standard solution for "aging" work. However, the option states it caps the value at '2'. In standard SFS priority (where 1 is highest), a '2' willneverbeat a '1'. Therefore, the inspection would still likely be bumped by a New Install (Priority 1) even on its due date, leading to a penalty.
* Option D ("Schedule Over Lower Priority") is used for emergency reshuffling, but does not inherently solve the prioritization logic between these two specific task types.

**NEW QUESTION # 23**

Which parts of the 'Dispatcher Console' support adding Custom Actions? (Choose 3 options)

- A. Individual Service Resources in the Gantt
- B. Multiple Service Resources in the Gantt
- C. Multiple Service Appointments in the Appointment list
- D. Child Service Territories in the Gantt
- E. Individual Service Appointments in the Appointment list

**Answer: A,C,E**

Explanation:
Custom Actions (configured in Field Service Settings) allow dispatchers to trigger Apex classes or Visualforce pages/components from the console.
* Option B is correct: You can add custom actions to the Resource List on the Gantt (e.g., right-click a technician's name to "Send SMS" or "Show on Map").
* Option E is correct: You can add custom actions to individual Service Appointments (e.g., right-click an appointment bar or list item to "Reschedule" or "Print Label").
* Option D is correct: You can add Mass Actions to the Appointment List (select multiple checkboxes -> Actions -> "Bulk Dispatch").
* Note: You generally cannot perform custom actions on the "Service Territory" grouping headers (Option A) or multiple resources simultaneously (Option C) in the standard UI.

**NEW QUESTION # 24**
What is the best practice to upload a photo that is taken by the mobile worker to a Work Order? (Choose 2 options)

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

**Answer: C,D**

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 a Flow with the File 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 configure Quick 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 # 25**
Universal Containers uses In-Day Optimization to optimize a Service Territory schedule during working hours. The dispatchers have recently noticed that In-Day Optimization reschedules Service Appointments in status 'In Progress' to other Service Resources, which requires them to correct the schedule manually.
What should a consultant recommend to troubleshoot this behavior?

- A. Review if the 'In Progress' status is excluded from In-Day Optimization under 'Field Service Settings'.
- B. Review if the 'In Progress' status is configured in 'Status Transitions' under 'Field Service Settings'.
- C. Check if the 'Optimization Request' status is 'In Progress'
- D. Check if the Scheduling Policy includes the 'Resource Availability' Work Rule.

**Answer: A**

Explanation:
When running optimization (Global or In-Day), the engine is allowed to move any appointment that is not

"Pinned."

* Option C is correct. In Salesforce Field Service, you must explicitly define which statuses are considered Pinned (immovable) during optimization. This is configured in Field Service Settings > Optimization > Logic. If the 'In Progress' status is not selected in the "Pinned Statuses" list, the optimization engine sees that appointment as movable. To improve the schedule, it might unassign the current tech and assign a different one, even though the tech is already on-site.
* Ensuring 'In Progress' is "excluded from optimization logic" (Pinned) forces the engine to schedule around that appointment rather than moving it.
* Option B refers to "Status Transitions," which controls the lifecycle flow (e.g., New -> Scheduled -> In Progress) but does not control the scheduling engine's permission to move the job.


NEW QUESTION # 26

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