AP-209 Exam Bootcamp & AP-209 VCE Dumps & AP-209 Exam Simulation

Final Exam Outline
AP 209
Chapters: 1-6, 9, 11-15, 16-19, 21-27

Note: Your Final Exam is comprehensive. Please **add your Exam 2 – Midterm outline** to this outline **for completeness.**

Chapter 16:
- Know and understand all of the terminology of the chapter
- Review and explain the similarities and differences between the nervous and endocrine systems; classifications of hormones; effects on target cells; and explain the glands, their hormones they secrete and the functions of those hormones (Modules 16.1 through 16.12)
- Explain diabetes mellitus, physiological responses caused by hormones, stress response, and disorders (Modules 16.13 through 16.18)

Chapter 17:
- Know and understand all of the terminology of the chapter
- Review and explain the basics of blood, especially the formed elements (Modules 17.5, 17.6, and 17.9)
- Explain hemostasis and disorders (Modules 17.10 and 17.11)

Chapter 18:
- Know and understand all of the terminology of the chapter
- Review and explain the basics of the anatomy and function of the heart (Modules 18.3 through 18.7)
- Explain the cardiac cycle, cardiac muscle contractions, autonomic activity of the heart, cardiac output – including heart rate and stroke volume, ECG, and disease (Modules 18.8, and 18.10 through 18.16)

Chapter 19:
- Know and understand all of the terminology of the chapter
- Explain pressure, resistance, and venous return and how they affect cardiac output; capillary bed and hydrostatic pressure vs. osmotic pressure; cardiovascular regulatory mechanisms; cardiovascular system and exercise; fetal circulation; and disorders (Modules 19.5 through 19.13, and 19.24)

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Salesforce AP-209 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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	• 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 3	• Assets: This domain examines asset architecture including hierarchies and relationships, and strategies for tracking and managing customer assets throughout their lifecycle.
Topic 4	• 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.

Salesforce Advanced Field Service Accredited Professional Sample Questions (Q49-Q54):

NEW QUESTION # 49
What is the best practice to upload a photo that is taken by the mobile worker to a Work Order? (Choose 2 options)

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

Answer: B,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 aFlowwith theFile 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 configureQuick 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 # 50
Which of the following objects have fieldsets that allow controlling how the data is displayed in the
'Dispatcher Console'? (Choose 3 options)

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

Answer: A,B,E

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 Consolelayout in the same way the primary transactional objects do.

NEW QUESTION # 51

Which three topics should a consultant raise during the project scoping discussion of a field service implementation?

- A. Terminology: translate objectives and priorities into Field Service
- B. Solution Design: request for acceptance
- C. Project Objectives: what is essential
- D. Work Parameters: how work is being defined
- E. Sprint Review: to review what will be done during the sprint cycle

Answer: A,C,D

Explanation:
During Scoping (the initial phase), the goal is to align on the "What" and "Why" before moving to the "How."
* Option A is correct (Work Parameters):You must define what constitutes a "Job" (Work Order), how long it takes, and what skills are needed. This is the foundation of the data model.
* Option C is correct (Terminology):Mapping the customer's language to Salesforce terms (e.g., "We have 'Truck Rolls' -> In Salesforce, that is a 'Service Appointment'") is crucial to avoid confusion throughout the project.
* Option D is correct (Project Objectives):Defining what is "Essential" (MVP) vs. "Nice to Have" sets the project boundaries and success metrics.
* Option B (Sprint Review) happensduringthe build phase (Agile methodology), not during initialscoping.
* Option E (Solution Design) is theoutputof the scoping/analysis phase, not a topic you ask about during the initial discovery.

NEW QUESTION # 52

Universal Containers offer repair services for customers' capital equipment. Sometimes, a customer may ask a repair technician to take a look at another piece of equipment while they're on-site.
How can Universal Containers give the field worker the flexibility to extend the time on site and track that they performed service on another piece of equipment?

- A. Add two custom fields: a custom checkbox field on the Service Appointment, that if selected will trigger the creation of another Service Appointment related to the same asset with an 'Immediately follow' dependency to the current Service Appointment, and a number field to capture the duration of the new service
- B. Build a Field Service Mobile flow and set it as a Mobile App Extension flow that will create a Work Order Line Item populating the Asset and extend the 'Duration' and 'Scheduled End' time of the Service Appointment. Leverage 'Scheduling Recipes' so optimization can reshuffle the remainder of the day, if the extended time requested is greater than 10 minutes
- C. Create a custom text field on the Work Order that will capture 'Additional work onsite' and have the Salesforce administrator update the Asset with a custom field called 'Date of the last service'
- D. Have the technician add the additional piece of equipment serviced to the 'Related Assets' list on the Work Order, and capture the 'Actual End date' upon completion

Answer: B

Explanation:
This requires a balance of data accuracy (tracking the asset) and schedule accuracy (updating the duration).
* Option D is correctbecause it usesField Service Mobile Flows, which is the best practice for guiding technicians through complex processes.
* Data:Creating aWork Order Line Item (WOLI)is the correct data model to track work done on a specific (secondary) Asset under the main Work Order.
* Schedule:The flow can update the current Service Appointment's Duration and Scheduled End to reflect the reality that the tech will be there longer.

* Automation:Triggering a "Scheduling Recipe" (now typically handled via Flows/Optimization services) ensures that if the appointment runs long, subsequent appointments for the day are automatically shifted (Reshuffled) to prevent overlapping/late arrivals.
* Options A and C fail to update the schedule duration, meaning the tech will likely be late to their next job without the dispatcher knowing. Option B creates a second appointment, which is administratively heavy for "just looking at" another asset during the same visit.

NEW QUESTION # 53

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

Answer: C,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)cannotbe 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:Theycannothandle Complex Work (dependencies like "Start Same Time" or
"Follow Immediately"). Since the engine doesn't calculate their precise start time (it just ensures they haveenoughhours 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 # 54

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