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## Salesforce AP-209 Exam Syllabus Topics:

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

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## Salesforce Advanced Field Service Accredited Professional Sample Questions (Q32-Q37):

### NEW QUESTION # 32

Out of the below options, which three questions should a consultant typically ask during the first day of an initial implementation?

- A. What needs to be synced with Salesforce? What integration is needed with external apps?
- B. What Service Objectives and what should their corresponding weights be within the different Scheduling Policies?
- C. Which Dynamic Gantt features should be incorporated into the use cases?
- D. What are the different types of services provided to customers? What are the skills required and the estimated duration?
- E. How are the different business units set up? Geographical/ functional/ both?

**Answer: A,D,E**

Explanation:

During the "Day 1" or Scoping phase of an implementation, the goal is to define the high-level architecture and business model.

\* A is correct: Defining Integration points (ERP, HR, Inventory) is a foundational requirement that dictates the project scope and data strategy.

\* D is correct: Defining the Work (Work Types, Skills, Durations) is the core of the Field Service data model. You cannot configure the system without knowing what services are being performed.

\* E is correct: Defining the Territory Structure (Business Units) sets up the security model, sharing settings, and resource organization.

\* Options B and C are incorrect for the first day because they are detailed configuration specifics (Refinement). You cannot define "Service Objective Weights" or "Gantt Features" until you understand the basic business goals, services, and territories.

### NEW QUESTION # 33

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

**Answer: D**

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 # 34

Universal Containers has many service centers across the country in which spare parts and other inventory items are stored. Every morning, technicians are required to arrive at the service center closest to their home and pick up inventory items based on their work assignments. At the end of the day, technicians travel back to the service center to return any unused or damaged parts (travel from home to the service center and from the service center back home is at the technicians' expense).

How should the admin configure the Service Territory Member address?

- A. Use the technician's home address
- B. Use the address of the first appointment of the day
- C. Use the customer's address
- D. Use the address of the service center that the technician is assigned to

**Answer: D**

Explanation:

The Service Territory Member (STM) address defines the Start Location and End Location for the resource's route calculation.

- \* Option C is correct. The requirement states that travel from Home to the Center is "at the technician's expense" (i.e., off the clock). Therefore, the "Official Company Route" begins when they arrive at the Service Center.
- \* By setting the STM Address to the Service Center, the optimization engine assumes the technician is at the Service Center at the start of their shift.
- \* The engine will then calculate travel time for: Service Center -> Job 1.
- \* This matches the business requirement.
- \* Option A (Home Address): If you set Home, the engine calculates: Home -> Job 1 (or Home -> Service Center). This would likely include the commute time in the daily schedule utilization, which contradicts the "at technician's expense" (off-clock) requirement.

### NEW QUESTION # 35

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 Resource
- C. Service Territory
- D. Assigned Resource
- E. Service Appointment

**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 Console layout in the same way the primary transactional objects do.

### NEW QUESTION # 36

Green Energy Solution is getting more work for the next 3 weeks. They are engaging a new third-party contractor to help with some work for that time.

What should the admin recommend?

- A. Creating a Resource and giving it capacity for the next 3 weeks
- B. Creating a Capacity Based Resource and giving it capacity for the next 3 weeks
- C. Creating a Resource and deleting it after 3 weeks
- D. Creating a Capacity Based Resource and deleting it after 3 weeks

**Answer: B**

Explanation:

The key here is that it is a Third-Party Contractor and a Temporary engagement.

- \* Option C is correct.
- \* Capacity Based: Contractors are typically modeled as "Capacity Based Resources" (buckets of work) rather than named individuals, as you usually don't track their specific travel or breaks- you just know they can take "X hours of work per day."
- \* Giving Capacity: You would define the capacity only for the specific 3-week period. Once the capacity records end, the scheduling engine will naturally stop assigning work to them.
- \* Options B and D (Deleting): It is never a best practice to delete a Service Resource record after use. You need the record to remain in the system to preserve the Audit Trail and historical data of the Work Orders they completed. You simply deactivate them or stop giving them capacity.

### NEW QUESTION # 37

