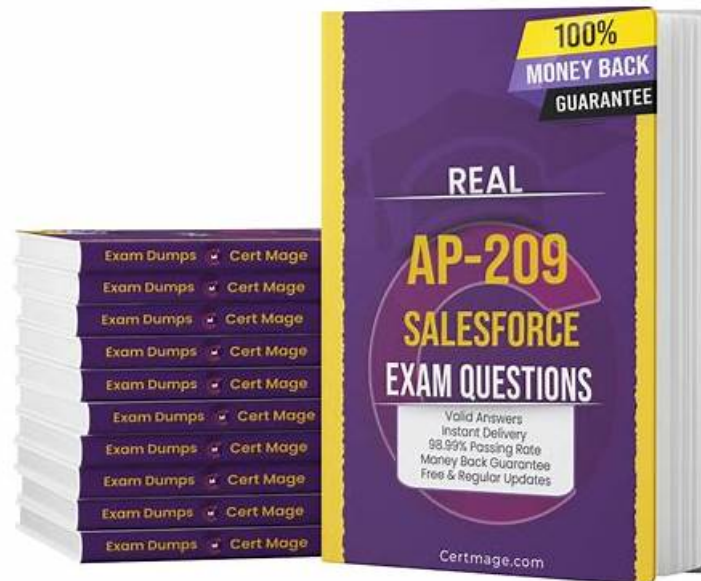


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Salesforce AP-209 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">• Assets: This domain examines asset architecture including hierarchies and relationships, and strategies for tracking and managing customer assets throughout their lifecycle.
Topic 2	<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.

Topic 3	<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 4	<ul style="list-style-type: none"> • 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 5	<ul style="list-style-type: none"> • 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.

Salesforce Advanced Field Service Accredited Professional Sample Questions (Q42-Q47):

NEW QUESTION # 42

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 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'
- 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 'Same Start'
- C. 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
- D. 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

Answer: B

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 D are incorrect because Products are 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 B is incorrect because "Immediately Follow" implies a sequence (Technician finishes -> Vehicle starts), which is not how a shared ride/equipment scenario works.

NEW QUESTION # 43

Universal Containers would like the Service Appointment times that are displayed on the 'Dispatcher Console' to reflect the actual times a field worker starts and completes the work. That way, if they finish early, they might be able to add additional work to the new white space.

What implementation approach should the Field Service consultant recommend?

- A. Create two custom date/time fields to track the original scheduled times. Create a Field Service Mobile flow that will allow a field worker to update the 'Scheduled Start' and 'Actual Start' fields when they change the 'Status' to 'In Progress' and updates the 'Scheduled End' and 'Actual End' fields when they change the 'Status' to 'Completed'. Advise Universal Containers that there could be instances where the 'Dispatcher Console' will not update right away if the field worker is offline
- B. Tell Universal Containers that it is not a best practice to change the 'Scheduled Start' and 'Scheduled End' fields. It would be good for Universal Containers to know what the original 'Scheduled Start' and the original 'Scheduled End' values were

and compare them with the 'Actual Start' and 'Actual End' fields for reporting scheduling efficacy

- **C. Create a Field Service Mobile flow that will allow a field worker to update the 'Scheduled Start' and 'Actual Start' fields when they change the 'Status' to 'In Progress' and updates the 'Scheduled End' and 'Actual End' fields when they change the 'Status' to 'Completed'**
- D. Create a Service Appointment action for 'Check In' for the field worker to manually update the 'Status', 'Scheduled Start' and 'Actual Start' fields. Create another Service Appointment action for 'Check Out' for the field worker to manually update the 'Status', 'Scheduled End' and 'Actual End' fields

Answer: C

Explanation:

The requirement is specifically to free up white space on the Gantt when a tech finishes early.

* Option D is correct. The Gantt chart visual blocks are drawn based on Scheduled Start and Scheduled End. If a tech finishes a 2-hour job in 30 minutes, the Gantt bar will remain 2 hours long unless the Scheduled End is updated. By using a Mobile Flow to update both the Actuals (for reporting) and the Scheduled (for the Gantt), the bar shrinks, revealing 1.5 hours of open availability for the dispatcher to utilize.

* Option C is the "Purist" data view (don't change scheduled), but it fails the specific business requirement of allowing new work to be added immediately.

* Option A suggests creating custom fields for the original times, which is a valid part of the solution (to keep a history), but Option D describes the core functional mechanism (Flow updating the standard fields) required to achieve the Gantt behavior. The "Offline" warning in A is true but D is the more direct configuration answer.

NEW QUESTION # 44

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 Capacity Based Resource and deleting it after 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 Resource and giving it capacity for the next 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 # 45

Which two statements are true regarding offline available inventory?

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

Answer: A,B

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 # 46

Which of the following objects have fieldsets that allow controlling how the data is displayed in the 'Dispatcher Console'? (Choose 3 options)

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

Answer: A,C,D

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 # 47

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