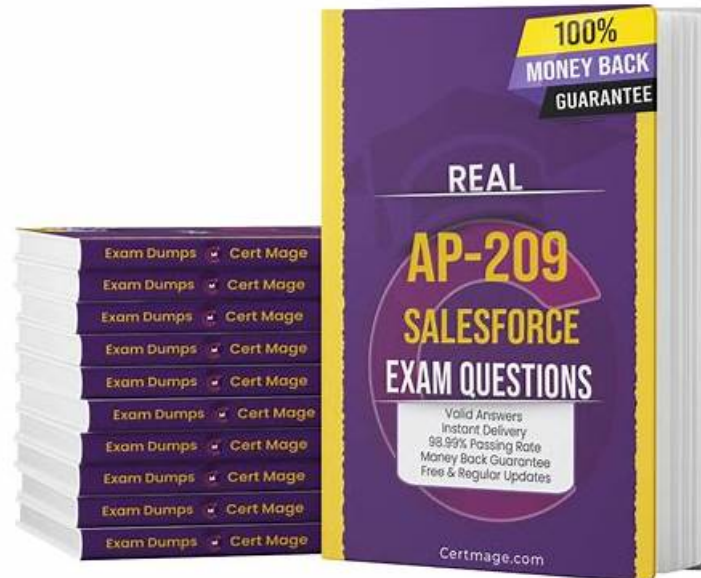


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Salesforce AP-209 Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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.
Topic 3	<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 4	<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.

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Salesforce Advanced Field Service Accredited Professional Sample Questions (Q10-Q15):

NEW QUESTION # 10

An admin notices that an org currently has a large number of qualified candidates per Service Appointment. How can the admin reduce the number of candidates per appointment in order to improve optimization quality?

- A. The admin should log a support case, as the system should be able to handle this amount of qualified candidates
- B. The admin should move some of the resources to a different Service Territory with fewer resources; alternatively, create a new Service Territory and assign it resources
- C. The admin should use database Service Objectives such as 'Minimize Travel', 'Resource Priority' and 'Resource Preferences'
- **D. The admin should reduce the number of available candidates for each appointment by adding additional Work Rules, starting with the 'Match Territory', 'Working Territories', 'Maximum Travel From Home' and 'Extended Match' Work Rules in case they are not already applied**

Answer: D

Explanation:

In Salesforce Field Service, the scheduling engine creates a list of "Qualified Candidates" based on Work Rules (Hard Constraints). If a search returns too many candidates, it places a heavy load on the CPU and can degrade optimization performance.

* Option D is correct because Work Rules are the mechanism used to filter candidates. Adding rules like Match Territory (ensuring the resource belongs to the territory), Maximum Travel from Home (filtering out distant resources), or Extended Match (matching custom criteria) effectively reduces the pool of eligible technicians before the system attempts to score them. This improves the speed and quality of the schedule.

* Option A is incorrect because Service Objectives are "Soft Constraints." They rank candidates (giving them a score of 0-100) but do not remove them from the list.

* Option B is a manual structural change that doesn't address the configuration issue.

* Option C is incorrect because optimization performance is directly controlled by the efficiency of the configuration (Scheduling Policy).

NEW QUESTION # 11

A customer provides services for a variety of products, and the capability for resources to perform services is often machine-specific. The customer explains that there are about 100 combinations of services and products that a single resource may support, and is concerned about performance.

Which configuration option should a consultant recommend?

- A. Configure an 'Extended Match' Work Rule to represent the services that resources perform. Utilize skills to filter resources by the vendors or products that they support
- B. Configure skills for each combination of services and products that a resource may support
- **C. Configure skills to represent the services that resources perform. Utilize the 'Extended Match' Work Rule to filter resources by the products that they support**
- D. Utilize an Extended Match Work Rule and custom table with records to represent each combination of services and products that a resource may support

Answer: C

NEW QUESTION # 12

A Customer is outsourcing some of the maintenance work to third-party contractors (named contractors, not capacity based). Unlike internal employees who have consistent working hours (Mon-Fri, 8 am-5 pm), contractors' working hours vary from day to day.

The internal employees' availability is set with Operating Hours, while the contractors' availability is set with Shifts on top of these Operating Hours. As a result, on days where the contractor's workday ends at 4 pm, for some reason the contractors still show up as valid candidates for a visit scheduled to end at 5 pm.

What should a consultant change to prevent such behavior?

- A. Instead of using Shifts, create multiple 'Operating Hours' records and assign each record to the contractor STM (Service Territory Member) and change on a daily basis
- B. Change the current 'Operating Hours' assigned to everyone to end at 4 pm (instead of 5 pm) and set the 4 pm till 5 pm availability using Shifts
- C. Set the contractors as a 'Capacity Based' resources and limit their working hours per day
- **D. Create an 'Operating Hours' record with no time slots and assign it to the contractors through the STM (Service Territory Member) record. That will override the Territory's regular 'Operating Hours' and the contractor's availability will be derived only from Shifts**

Answer: D

Explanation:

This issue arises because Salesforce Field Service calculates availability by combining Operating Hours AND Shifts. If a user has Operating Hours of 9-5, they are fundamentally "Available" during that time. A Shift is typically used to add or extend availability (or define it if using specific settings), but standard Operating Hours often take precedence as the "Base."

* Option A is correct. To have a resource's availability defined exclusively by variable Shifts, the best practice is to assign them a "Shell" or "Empty" Operating Hours record (one with zero time slots defined). With no base hours, the system looks only to the Shifts to determine when the resource is working. This ensures that if a Shift ends at 4 PM, the resource is truly unavailable at 5 PM.

* Option B is administratively impossible (you cannot automate changing the STM Operating Hours record lookup daily without complex custom code, and it's not a standard practice).

NEW QUESTION # 13

A customer outsources some of the work to contractors. The contractors in company A need to be able to accept up to 4 hours of maintenance work per day, but their resources only work 9-10 am. They manage the scheduling and order of these jobs outside of Salesforce.

Contractor company B also must only accept 4 hours of work per day but work from 9-5 pm and manage their schedule inside Salesforce. The customer is using optimization.

Which two configurations need to be created to support the requirement?

- A. Configure a 'Scheduling Count Rule' with a 'Count Type' of 'Duration' to limit work for all resources. Set Operating Hours to 9-10 am for contractor group A and 9-5 pm for contractor group B
- B. Configure 'Capacity Based Resources' with an 'Hours Per Time Period' of 4 and a 'Time Period' of 'Day' for contractor group A. Set Operating Hours to 9-10 am for contractor group A resources and use 'Schedule Over Lower Priority' to allow for overbooking resources
- **C. Configure a 'Scheduling Count Rule' with a 'Count Type' of 'Duration' to limit work. Use 'Relevance Groups' to apply this to resources in contractor group B. Set Operating Hours to 9-5 pm for contractor group B**
- **D. Configure 'Capacity Based Resources' with an 'Hours per Time Period' of 4 and a 'Time Period' of 'Day' for contractor group A. Set Operating Hours to 9-10 am for contractor group A resources**

Answer: C,D

Explanation:

This scenario distinguishes between "External" contractors (buckets of work) and "Internal/Named" contractors (managed schedule).

* Option C (Contractor A): Since they manage work outside Salesforce and work specific hours (9-10 am), they should be modeled as Capacity-Based Resources. This feature allows you to define a "bucket" of capacity (4 hours/day) without optimizing individual travel or start times. You simply dump work into their bucket until it is full.

* Option A (Contractor B): Since they manage the schedule inside Salesforce (likely named users), they act like standard employees. To limit them to 4 hours of work within a 9-5 shift, you use a Work Rule (Count Rule). You configure the rule to limit "Duration" to 240 minutes (4 hours) per day and use a Relevance Group to ensure this rule only applies to Contractor B (not internal employees or Contractor A).

NEW QUESTION # 14

Universal Containers stores critical job information in the description field on the Service Appointment. Dispatchers need to have a view into this data from the Gantt with minimal clicks, job information is often many characters. What should a consultant recommend to meet their requirements?

- A. Add the description field to the 'Service Appointment List Columns' field set on Service Appointment. Adjust column widths to expose the entire description field, this field set controls the fields that appear in the appointment list as columns
- B. Add the description field to the 'Service Tooltip Gantt' field set on Service Appointment, this field set controls the tooltip layout shown when hovering over an appointment on the Gantt
- C. Create a list view and add the description field as a column to appear in the Service Appointment list view within the Gantt
- D. Add the description field to the 'Service Appointment List Preview' field set on Service Appointment, this field set controls the fields that appear when a user hovers on the appointment information icon

Answer: B

Explanation:

The requirement is to see data "from the Gantt" (the visual chart) with "minimal clicks."

* Option D is correct. The Service Tooltip Gantt field set on the Service Appointment object controls the pop-up text box that appears when a dispatcher hovers their mouse over a Service Appointment bar on the Gantt chart. This requires zero clicks and is the fastest way to inspect details like "Description" without opening the full record.

* Options A, B, and C refer to the "Appointment List" (the textual list on the left side of the console).

While useful, scrolling through long descriptions in a list column is difficult (Option A) and requires looking away from the Gantt chart itself.

NEW QUESTION # 15

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