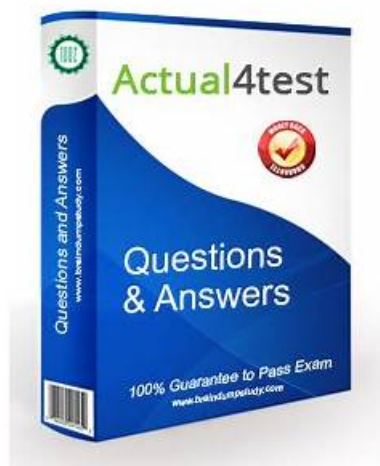


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Salesforce AP-209 Exam Syllabus Topics:

Topic	Details
Topic 1	<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 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">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">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"> • 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.
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Salesforce Advanced Field Service Accredited Professional Sample Questions (Q41-Q46):

NEW QUESTION # 41

A dispatcher notices that the Service Territory schedule for the next week is full with routine maintenance appointments, while there are several urgent repair jobs still waiting to be scheduled in the appointment list.

Which three actions should the dispatcher take to schedule the urgent repair jobs?

- A. Check the 'Scheduling Priority' of the repair and maintenance Service Appointments
- B. Ensure that the maintenance Service Appointments are not 'Pinned' and can be rescheduled
- C. Invoke 'Resource Schedule Optimization' for each Service Resource in the Service Territory
- D. Use 'Global Optimization' to optimize the territory schedule for the next week
- E. Manually update the 'Assigned Resource' on each of the urgent repairs

Answer: A,B,D

Explanation:

The goal is to fit high-priority work into a schedule already filled with low-priority work.

* Option B is correct. The system must know that the Repair jobs are more important than the Maintenance jobs. This is handled by the Scheduling Priority field (used in the optimization logic to decide which job to drop if there is a conflict) or the Priority field mapped to Service Objectives.

* Option C is correct. Global Optimization is the best tool here. It will look at the entire week, see the high-priority unscheduled jobs, and the low-priority scheduled jobs. It will then un-schedule or move the maintenance jobs to make room for the urgent repairs.

* Option D is correct. For Optimization to work, the existing maintenance appointments must not be Pinned. If they are pinned, the optimizer treats them as immovable rock, and it won't be able to free up the time needed for the repairs.

* Option A (Manual assignment) is inefficient and risky (could double-book). Option E (Resource Schedule Optimization) optimizes one person at a time; Global Optimization is better suited for balancing the load across the whole territory.

NEW QUESTION # 42

Technicians are tasked with performing product upgrades at customer sites. During the upgrade process, a new product is installed to replace the obsolete product. For reporting purposes, the information about the obsolete and upgraded products, as well as the customer for which the upgrade is done should be tracked in Salesforce.

Which object should an admin configure to support this process?

- A. Asset Warranty
- B. Child Asset
- C. Asset Relationship
- D. Maintenance Asset

Answer: C

Explanation:

This question asks how to track the history/link between an old asset and a new one.

- * Option C is correct. The Asset Relationship object is a standard Salesforce object designed specifically to link two assets. It includes fields like Relationship Type (which can be set to "Replacement," "Upgrade," etc.) and From Date/To Date. This creates a clear lineage: Asset A was replaced by Asset B.
- * Option A (Child Asset) implies a hierarchy (one is part of the other), not a replacement.
- * Option D (Maintenance Asset) is used for Maintenance Plans (PMs), not for tracking swap/upgrade history.

NEW QUESTION # 43

Universal Containers' dispatchers would like to alert technicians when emergency appointments are scheduled and dispatched to them.

Which two configurations should be recommended by the consultant to achieve this?

- A. Configure Custom Notifications for Field Service Mobile
- B. Create a flow that triggers a Custom Notification to the Assigned Resource when a Service Appointment is dispatched and flagged as an 'Emergency'
- C. Create a Process Builder that checks the 'In Jeopardy' field when a Service Appointment is dispatched and flagged as 'Emergency'
- D. Configure 'In Jeopardy' alerts for Field Service

Answer: A,B

Explanation:

To send push notifications to the Field Service mobile app based on specific criteria, you need both the configuration and the automation.

* Option B is correct: You must first enable and configure Custom Notifications for the Field Service Connected App. This ensures the mobile device is capable of receiving and displaying the specific notification type.

* Option D is correct: You need an automation trigger (Record-Triggered Flow) to detect the specific business condition: The Service Appointment Status changes to 'Dispatched' AND the Priority (or Work Type) is 'Emergency'. The flow then executes the "Send Custom Notification" action targeting the Assigned Resource user.

* Option A and C refer to "Jeopardy," which is a different feature used to warn dispatchers about impending SLA violations, not to notify technicians of new work.

NEW QUESTION # 44

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

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

Answer: A,B,C

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 # 45

A customer needs to cancel all appointments within a specific area due to climate changes that boosted a bushfire.

How should a consultant recommend implementing this requirement?

- A. Create a custom list view for the appointments that should be cancelled, select the appointments and use the 'Unschedule'

- B. Create a report for the appointments that are located in this area and use a data import tool to change the appointment's status to 'Canceled'
- C. Draw a polygon on the map for the bushfire area and use the bulk action to 'Unschedule' the appointments
- D. Change the priority for the appointments to a low priority and run 'In-Day Optimization'

Explanation:

* Option A is correct. Salesforce Field Service allows dispatchers to draw customMap Polygons directly on the Gantt map. Once a polygon is drawn around the affected bushfire area, the dispatcher can right-click the polygon (or use the actions menu) to perform Mass Actions on all Service Appointments contained within that shape. "Unschedule," "Cancel," or "Flag" are standard bulk actions available in this context.

* Option C (Optimization) would just move the appointments to later times, not cancel/unschedule them.

* Option D (List View) is difficult because defining a "bushfire area" using text filters (City, Zip) is often inaccurate compared to drawing the precise boundary on a map.

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