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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">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 3	<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.
Topic 4	<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.

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Salesforce Advanced Field Service Accredited Professional Sample Questions (Q47-Q52):

NEW QUESTION # 47

Which two statements are true regarding offline available inventory?

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

Answer: D,E

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 # 48

Universal Containers broadly has two sets of service resources: Internal employees and contractors. They have the following requirements while assigning the Service Appointments to them:

1. Contractors will be working on maintenance work, but internal employees can also handle work if the contractor is unavailable.
2. Contractors to cover only a 40-mile radius around its office.

Which recommendation should a consultant make to meet their requirements?

- A. Configure a Work Rule applied only for contractors to limit their maximum travel and another Work Rule that will attempt to prefer contractor resources
- B. Configure a Service Objective applied only for contractors to limit their maximum travel and another Service Objective that will attempt to prefer contractor resources
- **C. Configure a Work Rule applied only for contractors to limit their maximum travel and a new Service Objective that will attempt to prefer contractor resources**
- D. Configure a Service Objective applied only for contractors to limit their maximum travel and a new Work Rule that will attempt to prefer contractor resources

Answer: C

Explanation:

Work Rules are hard constraints that filter candidates in or out, while Service Objectives are soft constraints that rank the remaining

candidates. The 40-mile radius is a strict eligibility rule, while preferring contractors over internal employees is a preference.

* Option D is correct. A Work Rule (such as Maximum Travel From Home with a Relevance Group for contractors) enforces the 40-mile radius as a hard filter - contractors beyond that distance are excluded from the candidate list. A Service Objective (such as a Resource Preference or Resource Priority objective) is the correct mechanism to rank contractors above internal employees while still allowing internal employees to be considered when no contractor is available.

* Option A is incorrect because a Service Objective cannot enforce the maximum travel as a hard rule; it would only score it.

* Option B is incorrect because using a Work Rule for the contractor preference would exclude internal employees, violating requirement #1.

* Option C is incorrect because the roles of the rule types are reversed - travel limit needs to be a Work Rule and preference needs to be a Service Objective.

NEW QUESTION # 49

A customer doesn't want contractors to be considered in optimization runs.

How can a consultant implement this requirement?

- A. Create 'Count Rule' Work Rule and include it in the Scheduling Policy
- B. Create 'Match Field' Work Rule and include it in the Scheduling Policy
- C. Create 'Match Boolean' Work Rule and include it in the Scheduling Policy
- D. Create 'Extended Match' Work Rule and include it in the Scheduling Policy

Answer: C

Explanation:

To exclude a specific subset of resources from being scheduled by the optimization engine, you use a Hard Constraint Work Rule.

* Option D is correct. The Match Boolean Work Rule is designed to filter resources based on a checkbox (Boolean) field.

* You would create a custom checkbox on the Service Resource object (e.g., Is_Contractor__c).

* You configure the Match Boolean rule in the Scheduling Policy to enforce that Is_Contractor__c must be False.

* When optimization runs, any resource where Is_Contractor__c = True fails the rule and is completely ignored/excluded from the schedule calculation.

* Option A (Count Rule) limits volume, it doesn't exclude.

* Options B and C (Match Field/Extended Match) match properties between the Job and the Resource (e.g., Skill or Location matching), which is not the same as a blanket exclusion of a resource type.

NEW QUESTION # 50

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 report for the appointments that are located in this area and use a data import tool to change the appointment's status to 'Canceled'
- B. Create a custom list view for the appointments that should be cancelled, select the appointments and use the 'Unschedule' action
- 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'

Answer: C

Explanation:

The Dispatcher Console Map is the most efficient tool for geographic mass actions.

* Option A is correct. Salesforce Field Service allows dispatchers to draw custom Map 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 B (Reports/Data Loader) is too slow for an emergency response.

* 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.

NEW QUESTION # 51

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

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

Answer: B,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) happens during the build phase (Agile methodology), not during initial scoping.

* Option E (Solution Design) is the output of the scoping/analysis phase, not a topic you ask about during the initial discovery.

NEW QUESTION # 52

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