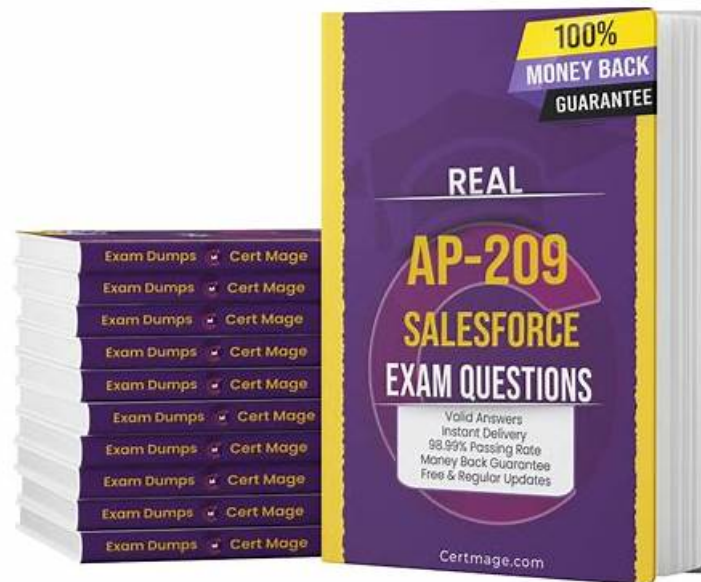


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Salesforce AP-209 Exam Syllabus Topics:

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"> 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 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.

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Salesforce Advanced Field Service Accredited Professional Sample Questions (Q36-Q41):

NEW QUESTION # 36

Universal Containers has a requirement that during the first month of working, junior Service Resources need to be escorted by a senior experienced employee who guides them on how to complete the job.

How would a consultant implement this requirement?

- A. Use 'Multi Stage Work' - clone the Service Appointment and create a dependency of type 'Same Start'
- B. Create a Work Order and Work Order Line Item (WOLI) as a child record, each WOLI with a Service Appointment, one Service Appointment that is assigned to the junior resource and the second is assigned to the senior resource
- C. Use 'Multi Stage Work' - clone the Service Appointment and create a dependency of type 'Immediately Followed'
- D. Use Crews, model the two resources as members of a Crew and one Service Appointment assigned to the Crew

Answer: D

Explanation:

Service Crews are the Field Service feature designed for situations in which two or more resources must work together on the same Service Appointment, with one assignment representing the whole crew.

* Option A is correct. Modeling the senior and junior as members of a Crew, and assigning the Service Appointment to the Service Crew Resource, ensures they show up together for the same job and the same time slot. The crew composition can be updated as the junior gains experience.

* Option B is incorrect because two separate Service Appointments do not guarantee that both resources arrive at the same time on the same site, and they double-count the work for reporting.

* Options C and D are incorrect because Multi Stage Work is intended for sequential or simultaneous jobs that produce different outputs - not for two resources performing the same activity together.

Crews are the supported pattern for joint-execution work.

NEW QUESTION # 37

What are three key considerations when working with a customer on their Service Territory management design?

- A. Ensuring all resources have skill assignments
- B. Aligning all Territories to geographic regions
- C. Sizing to 1,000 Appointments per day, per Territory
- D. Sizing to 20 qualified candidates per Appointment
- E. Sizing to 50 resources per Territory

Answer: B,D,E

Explanation:

Service Territory design heavily impacts the performance of the Gantt and Optimization engine.

* Option C is correct:Historically, Salesforce recommended keeping Service Territories to around 50 Resources to ensure the Gantt loads quickly and optimization runs efficiently. (While limits have increased, this remains a safe "rule of thumb" for design).

* Option D is correct:Territories are almost always Geographic. This drives the travel time calculations, which are central to the Field

Service value proposition.

* Option B is correct: This refers to the Appointment Booking search space. If a territory is too massive, the engine has to score thousands of candidates, which is slow. Designing territories/policies so that the engine evaluates a focused set (e.g., ~20 qualified candidates) ensures sub-second response times for booking slots.

* Option A (Skill assignments) is about Resources, not Territory structure.

NEW QUESTION # 38

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

Answer: A,B,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.

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NEW QUESTION # 40

Green Energy Solutions decided to start selling maintenance services to their install base of solar panels, in addition to the solar panel itself. GES would like better visibility into the value their maintenance contracts provide to customers by tracking the availability and reliability of their solar panels.

Which calculation is correct?

- A. Availability = (expected uptime - accumulated unplanned downtime) / expected uptime
- B. Reliability = (expected uptime - accumulated planned and unplanned downtime) / expected uptime
- C. Availability = (expected uptime - accumulated planned and unplanned downtime) / expected uptime

