

AP-209 Valid Exam Topics - AP-209 Practice Questions

Final Exam Outline
AP 209
Chapters: 1-6, 9, 11-15, 16-19, 21-27

Note: Your Final Exam is comprehensive. Please add your Exam 2 – Midterm outline to this outline for completeness.

Chapter 16:

- Know and understand all of the terminology of the chapter
- Review and explain the similarities and differences between the nervous and endocrine systems; classifications of hormones; effects on target cells; and explain the glands, their hormones they secrete and the functions of those hormones (Modules 16.1 through 16.12)
- Explain diabetes mellitus, physiological responses caused by hormones, stress response, and disorders (Modules 16.13 through 16.18)

Chapter 17:

- Know and understand all of the terminology of the chapter
- Review and explain the basics of blood, especially the formed elements (Modules 17.5, 17.6, and 17.9)
- Explain hemostasis and disorders (Modules 17.10 and 17.11)

Chapter 18:

- Know and understand all of the terminology of the chapter
- Review and explain the basics of the anatomy and function of the heart (Modules 18.3 through 18.7)
- Explain the cardiac cycle, cardiac muscle contractions, autonomic activity of the heart, cardiac output – including heart rate and stroke volume, ECG, and disease (Modules 18.8, and 18.10 through 18.16)

Chapter 19:

- Know and understand all of the terminology of the chapter
- Explain pressure, resistance, and venous return and how they affect cardiac output; capillary bed and hydrostatic pressure vs. osmotic pressure; cardiovascular regulatory mechanisms; cardiovascular system and exercise; fetal circulation; and disorders (Modules 19.5 through 19.13, and 19.24)

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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"> • 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 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"> • 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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>> AP-209 Valid Exam Topics <<

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Salesforce Advanced Field Service Accredited Professional Sample Questions (Q43-Q48):

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

Answer: B,C

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

Which parts of the 'Dispatcher Console' support adding Custom Actions? (Choose 3 options)

- A. Multiple Service Resources in the Gantt
- B. Multiple Service Appointments in the Appointment list
- C. Individual Service Resources in the Gantt
- D. Child Service Territories in the Gantt
- E. Individual Service Appointments in the Appointment list

Answer: B,C,E

Explanation:

Custom Actions (configured in Field Service Settings) allow dispatchers to trigger Apex classes or Visualforce pages/components

from the console.

* Option B is correct: You can add custom actions to the Resource List on the Gantt (e.g., right-click a technician's name to "Send SMS" or "Show on Map").

* Option E is correct: You can add custom actions to individual Service Appointments (e.g., right-click an appointment bar or list item to "Reschedule" or "Print Label").

* Option D is correct: You can add Mass Actions to the Appointment List (select multiple checkboxes -> Actions -> "Bulk Dispatch").

* Note: You generally cannot perform custom actions on the "Service Territory" grouping headers (Option A) or multiple resources simultaneously (Option C) in the standard UI.

NEW QUESTION # 45

What two actions should a consultant recommend to ensure that junior employees are prioritized when installations are scheduled?

- A. Assign a 'Preferred Resource' to a junior service resource when a customer has an installation job
- B. Leverage a 'Match Boolean' Work Rule to match on a custom field 'Is Junior'
- C. Increase the installation 'Skill Level' for the senior resources, and increase the 'Skill Level Service Objective' weighting
- **D. Update the 'Skill Level' Service Objective to 'Least Qualified'**
- **E. Increase the resource's priority on the junior Service Resource records, and increase the 'Resource Priority' Service Objective weighting**

Answer: D,E

Explanation:

To prioritize junior resources without creating rigid "hard constraints" (which might prevent scheduling altogether if no junior is available), you should use Service Objectives (Soft Constraints).

* Option C is correct (Resource Priority): By assigning a higher priority value to Junior Service Resource records and adding the "Resource Priority" objective to the scheduling policy, the optimization engine calculates a higher score for these resources. This acts as a general "preference" to use them whenever possible.

* Option E is correct (Least Qualified): The "Skill Level" Service Objective has a setting called "Prefer Least Qualified." When enabled, the engine prefers the resource who has the lowest skill level that still meets the job requirement. For example, if a job requires Skill Level 50, and you have a Senior (Level 90) and a Junior (Level 55), the engine will pick the Junior. This is a best practice to prevent "over-qualified" resources (Seniors) from being booked on routine jobs, keeping them free for complex tasks.

NEW QUESTION # 46

A customer wants to collect a mobile worker's geolocation history in the Field Service Mobile App only for some of the resources, while for others, they want this option to be disabled.

How can a consultant implement this requirement?

- **A. Create two 'Field Service Mobile Settings' records and assign it to the relevant profiles, one with the 'Collect Service Resource Geolocation History' set to 'True' and the other set to 'False'**
- B. Under the 'Field Service Settings', go to the 'Mobile App Configuration' tab and select which profiles should be included in the geolocation collection process
- C. Under the 'Field Service Mobile Settings', set the 'Collect Service Resource Geolocation History' to 'True'
- D. Under the 'Field Service Settings', go to the 'Mobile App Configuration' tab and select which users should be included in the geolocation collection process

Answer: A

Explanation:

The Field Service Mobile Settings configuration controls the behavior of the mobile app (branding, location tracking, flows, etc.).

* Option D is correct. To apply different settings to different groups of users, you must create multiple Field Service Mobile Settings records. You assign these settings records to specific User Profiles.

* You would create one settings record with "Collect Service Resource Geolocation History" enabled (for the tracked users).

* You would create a second settings record with it disabled (for the untracked users).

* You then map the relevant Profiles to the appropriate Settings record.

* Options A, B, and C imply global settings or non-existent tabs ("Mobile App Configuration" tab where you select users/profiles directly doesn't exist in the global settings in this manner; it is done via the specific Mobile Settings object assignments).

NEW QUESTION # 47

What should a consultant recommend to help a customer with their initiative to reduce their carbon footprint?

- A. Give 'Minimize Travel' Service Objective the highest weight.
- B. Remove the 'Match Location' Work Rule.
- C. Add the 'Maximum Travel from Home' Work Rule.
- D. Remove the 'ASAP' Service Objective.

Answer: A

Explanation:

Reducing a carbon footprint in field service is primarily achieved by reducing the fuel consumption and distance driven by the fleet.

* Option B is correct. The Minimize Travel Service Objective calculates the travel distance/time for each potential appointment slot. By giving this objective the highest weight in the Scheduling Policy, the optimization engine will aggressively prioritize schedules that have the shortest routes, even if it means sacrificing other metrics (like "ASAP" or "Preferred Resource"). Shorter routes directly equate to less driving and lower emissions.

* Option A (Remove ASAP) might help slightly by removing the urgency to book "now" (which can cause inefficient routing), but it doesn't proactively optimize for low mileage like Option B does.

* Option C (Maximum Travel Work Rule) is a hard limit (e.g., "Don't travel more than 50 miles"). While it prevents extreme outliers, it doesn't optimize the routes within that radius.

NEW QUESTION # 48

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