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Salesforce AP-209 Exam Syllabus Topics:

Topic	Details
Topic 1	<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 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">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 (Q14-Q19):

NEW QUESTION # 14

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

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

Answer: C

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 # 15

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

Answer: A

NEW QUESTION # 16

Green Energy Solution is getting more work for the next 3 weeks. They are engaging a new third-party contractor to help with some work for that time.

What should the admin recommend?

- A. Creating a Capacity Based Resource and deleting it after 3 weeks
- B. Creating a Resource and giving it capacity for the next 3 weeks
- **C. Creating a Capacity Based Resource and giving it capacity for the next 3 weeks**
- D. Creating a Resource and deleting it after 3 weeks

Answer: C

Explanation:

The key here is that it is a Third-Party Contractor and a Temporary engagement.

* Option C is correct.

* Capacity Based Contractors are typically modeled as "Capacity Based Resources" (buckets of work) rather than named individuals, as you usually don't track their specific travel or breaks- you just know they can take "X hours of work per day."

* Giving Capacity: You would define the capacity only for the specific 3-week period. Once the capacity records end, the scheduling engine will naturally stop assigning work to them.

* Options B and D (Deleting): It is never a best practice to delete a Service Resource record after use.

You need the record to remain in the system to preserve the Audit Trail and historical data of the Work Orders they completed. You simply deactivate them or stop giving them capacity.

NEW QUESTION # 17

Which two statements describe 'Global Optimization' accurately?

- A. Global Optimization is the only process that supports Service Objectives and Work Rules that are defined in the Scheduling Policy
- B. Global Optimization runs faster than the Auto Scheduling process
- C. Optimization can move appointments that were previously scheduled, meaning that the optimizer can slide scheduled service appointments right or left of their current time slot
- D. It's recommended to run Global Optimization during the day of service to fix unexpected in-day changes
- E. The Global Optimization process can assess millions of time slots and mobile worker options to produce schedules

Answer: C,E

Explanation:

Global Optimization is the heavy-lifting batch process in Salesforce Field Service designed to create the most efficient schedule possible.

- * Option B is correct. Global Optimization uses a powerful algorithm to evaluate millions of potential combinations of resources, times, and routes to find the best overall score based on the Service Objectives.
- * Option C is correct. Unlike "Appointment Booking" (which finds a slot for a single job without disturbing others), Global Optimization has the authority to reshuffle(move) existing appointments. It can slide jobs earlier or later, or reassess assignments to minimize travel time and white space (gaps) in the schedule.
- * Option A is incorrect; Optimization is a batch process that takes significantly longer than the near real-time "Auto Scheduling."
- * Option D describes "In-Day Optimization." Global Optimization is typically run overnight because it changes the whole schedule, which is disruptive during the work day.
- * Option E is incorrect; all scheduling methods (Global, In-Day, Resource Schedule Optimization, and Appointment Booking) utilize the Scheduling Policy (Work Rules and Objectives).

NEW QUESTION # 18

Universal Containers offers installation services that takes four days to complete and requires certain parts.

After the installation, a training session is provided and a swag kit and framed certificate is provided upon completion.

How should a Field Service consultant model the work so that both visits should have a qualified tech to complete work on each job?

- A. Create Work Order and two Work Order Line Items, each Work Order Line Item has one Service Appointment: one Service Appointment (Multi Day) for installation, and one Service Appointment for training. When the installation Service Appointment is scheduled, update the training Service Appointment so the 'Earliest Start Date' is the day after the 'Scheduled End Date' of the installation Service Appointment
- B. Create Work Order and two Service Appointments: one Service Appointment (Multi Day) for installation, and one Service Appointment for training. Leverage 'Complex Work' to ensure the training is done after the installation
- C. Create two Work Order Line Items, with parent-child dependency. Each Work Order Line Item has one Service Appointment: The parent Work Order Line Item has one Service Appointment (Multi Day) for installation, and one Service Appointment for training. Leverage Crews and add a Training resource as a Crew Member on the last day of the Service Appointment
- D. Create Work Order and two Work Order Line Items, each Work Order Line Item has one Service Appointment: one Service Appointment (Multi Day) for installation, and one Service Appointment for Training. Leverage 'Complex Work' to ensure the training is done after the installation

Answer: D

Explanation:

This scenario involves two distinct types of work (Installation vs. Training) with different durations and likely different skill requirements, but they are part of the same customer order.

* Option C is correct.

* Data Model: Using Work Order Line Items (WOLIs) is the best practice here. You create one WOLI for the "Installation" (linked to a Work Type that allows Multi-Day) and a separate WOLI for "Training" (linked to a different Work Type). This allows you to track the status and skills for each part separately.

* Dependency: Using Complex Work (specifically a "Start After Finish" dependency) ensures the Training appointment cannot be scheduled until the Installation is complete.

* Option A puts both Appointments on the same Work Order parent. While possible, it makes it harder to report on "Training" vs

"Install" costs separately and limits the ability to use different Work Types for each appointment automatically.

* Option B relies on manual updates or custom automation ("When scheduled, update..."), whereas Complex Work (Option C) handles the logic natively during optimization.

NEW QUESTION # 19

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