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Salesforce AP-209 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• 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	• 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 4	• 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 5	• 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.

Salesforce Advanced Field Service Accredited Professional Sample Questions (Q46-Q51):

NEW QUESTION # 46
Universal Containers stores critical job information in the description field on the Service Appointment.
Dispatchers need to have a view into this data from the Gantt with minimal clicks, job information is often many characters.
What should a consultant recommend to meet their requirements?

- A. Add the description field to the 'Service Appointment List Columns' field set on Service Appointment.
  Adjust column widths to expose the entire description field, this field set controls the fields that appear in the appointment list as columns
- B. Add the description field to the 'Service Appointment List Preview' field set on Service Appointment, this field set controls the fields that appear when a user hovers on the appointment information icon
- C. Create a list view and add the description field as a column to appear in the Service Appointment list view within the Gantt
- D. Add the description field to the 'Service Tooltip Gantt' field set on Service Appointment, this field set controls the tooltip layout shown when hovering over an appointment on the Gantt

Answer: D

Explanation:
The requirement is to see data "from the Gantt" (the visual chart) with "minimal clicks."
* Option D is correct.TheService Tooltip Ganttfield set on the Service Appointment object controls the pop-up text box that appears when a dispatcherhoverstheir mouse over a Service Appointment bar on the Gantt chart. This requireszero clicksand is the fastest way to inspect details like "Description" without opening the full record.
* Options A, B, and C refer to the "Appointment List" (the textual list on the left side of the console).
While useful, scrolling through long descriptions in a list column is difficult (Option A) and requires looking away from the Gantt chart itself.

NEW QUESTION # 47
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 Process Builder that checks the 'In Jeopardy' field when a Service Appointment is dispatched and flagged as 'Emergency'
- C. Configure 'In Jeopardy' alerts for Field Service
- D. Create a flow that triggers a Custom Notification to the Assigned Resource when a Service Appointment is dispatched and flagged as an 'Emergency'

Answer: A,D

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 configureCustom Notificationsfor 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'ANDthe 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 warndispatchersabout impending SLA violations, not to notify technicians of new work.

NEW QUESTION # 48
Which of the following objects have fieldsets that allow controlling how the data is displayed in the
'Dispatcher Console'? (Choose 3 options)

- A. Service Resource
- B. Resource Absence
- C. Assigned Resource
- D. Service Territory
- E. Service Appointment

Answer: A,B,E

Explanation:
The Dispatcher Console (Gantt) allows admins to customize which fields are visible in various panels and tooltips using standard Salesforce Field Sets.
* A is correct (Resource Absence):You can control what information appears when a dispatcher hovers over a non-availability block (e.g., "Sick Day," "Doctor's Appointment") by editing the field set on the Resource Absence object.
* B is correct (Service Appointment):This is the most heavily customized object. You can configure field sets to control the columns in the Appointment List, the text shown on the Gantt bar, and the fields in the tooltip (hover).
* C is correct (Service Resource):You can customize the resource list (left-hand side of the Gantt) to show fields like "Vehicle Type," "Skill Level," or "Phone Number" by editing the field set on the Service Resource object.
* Options D and E:Service Territory and Assigned Resource do not have direct field sets that control the Dispatcher Consolelayout in the same way the primary transactional objects do.

NEW QUESTION # 49
A Customer is outsourcing some of the maintenance work to third-party contractors (named contractors, not capacity based).
Unlike internal employees who have consistent working hours (Mon-Fri, 8 am-5 pm), contractors' working hours vary from day to day.
The internal employees' availability is set with Operating Hours, while the contractors' availability is set with Shifts on top of these Operating Hours. As a result, on days where the contractor's workday ends at 4 pm, for some reason the contractors still show up as valid candidates for a visit scheduled to end at 5 pm.
What should a consultant change to prevent such behavior?

- A. Instead of using Shifts, create multiple 'Operating Hours' records and assign each record to the contractor STM (Service Territory Member) and change on a daily basis
- B. Set the contractors as a 'Capacity Based' resources and limit their working hours per day
- C. Create an 'Operating Hours' record with no time slots and assign it to the contractors through the STM (Service Territory Member) record. That will override the Territory's regular 'Operating Hours' and the contractor's availability will be derived only from Shifts
- D. Change the current 'Operating Hours' assigned to everyone to end at 4 pm (instead of 5 pm) and set the
4 pm till 5 pm availability using Shifts

Answer: C

Explanation:
This issue arises because Salesforce Field Service calculates availability by combining Operating Hours AND Shifts. If a user has Operating Hours of 9-5, they are fundamentally "Available" during that time. A Shift is typically used to add or extend availability (or define it if using specific settings), but standard Operating Hours often take precedence as the "Base."

* Option A is correct.To have a resource's availability definedexclusivelyby variable Shifts, the best practice is to assign them a "Shell" or "Empty" Operating Hours record (one with zero time slots defined). With no base hours, the system looksonlyto the Shifts to determine when the resource is working. This ensures that if a Shift ends at 4 PM, the resource is truly unavailable at 5 PM.
* Option B is administratively impossible (you cannot automate changing the STM Operating Hours record lookup daily without complex custom code, and it's not a standard practice).

NEW QUESTION # 50

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

Answer: B

NEW QUESTION # 51

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