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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">• 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 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">• 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.

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Salesforce Advanced Field Service Accredited Professional Sample Questions

(Q17-Q22):

NEW QUESTION # 17

What is the best practice to upload a photo that is taken by the mobile worker to a Work Order? (Choose 2 options)

- A. Edit the Work Order record through the SFS Mobile App and add the photo as an attachment
- B. Use a quick action of type 'Attach File'
- C. Use a quick action of type 'Upload Photo'
- D. Post the photo via the 'Feed' tab
- E. Leverage the Field Service Mobile flow and add image upload component

Answer: C,E

Explanation:

Salesforce Field Service provides specific tools for capturing rich media in a structured way.

* Option B is correct (Mobile Flow): This is the modern best practice. By using a Flow with the File Upload (or Image) screen component, you can guide the technician to take a photo at a specific step in the process (e.g., "Take a photo of the completed installation"). This ensures consistency.

* Option A is correct (Quick Action): You can configure Quick Actions (specifically Global or Object-Specific actions for File Uploads) in the Field Service Mobile app extension settings. This provides a one-tap button for technicians to launch the camera and attach a file directly to the record.

* Note: While Option D (Chatter Feed) is possible, it is unstructured data. Options A and B are the "Best Practice" recommendations for process adherence.

NEW QUESTION # 18

An admin notices that an org currently has a large number of qualified candidates per Service Appointment.

How can the admin reduce the number of candidates per appointment in order to improve optimization quality?

- A. The admin should reduce the number of available candidates for each appointment by adding additional Work Rules, starting with the 'Match Territory', 'Working Territories', 'Maximum Travel From Home' and 'Extended Match' Work Rules in case they are not already applied
- B. The admin should use database Service Objectives such as 'Minimize Travel', 'Resource Priority' and 'Resource Preferences'
- C. The admin should move some of the resources to a different Service Territory with fewer resources; alternatively, create a new Service Territory and assign it resources
- D. The admin should log a support case, as the system should be able to handle this amount of qualified candidates

Answer: A

Explanation:

In Salesforce Field Service, the scheduling engine creates a list of "Qualified Candidates" based on Work Rules (Hard Constraints). If a search returns too many candidates, it places a heavy load on the CPU and can degrade optimization performance.

* Option D is correct because Work Rules are the mechanism used to filter candidates. Adding rules like Match Territory (ensuring the resource belongs to the territory), Maximum Travel from Home (filtering out distant resources), or Extended Match (matching custom criteria) effectively reduces the pool of eligible technicians before the system attempts to score them. This improves the speed and quality of the schedule.

* Option A is incorrect because Service Objectives are "Soft Constraints." They rank candidates (giving them a score of 0-100) but do not remove them from the list.

* Option B is a manual structural change that doesn't address the configuration issue.

* Option C is incorrect because optimization performance is directly controlled by the efficiency of the configuration (Scheduling Policy).

NEW QUESTION # 19

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 Preview' field set on Service Appointment, this field set controls the fields that appear when a user hovers on the appointment information icon

- B. 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
- 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 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

Answer: B

Explanation:

The requirement is to see data "from the Gantt" (the visual chart) with "minimal clicks."

* Option D is correct. The Service Tooltip Gantt field set on the Service Appointment object controls the pop-up text box that appears when a dispatcher hovers their mouse over a Service Appointment bar on the Gantt chart. This requires zero clicks and 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 # 20

Which two statements are true regarding offline available inventory?

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

Answer: A,C

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 # 21

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

Answer: D

Explanation:

This question addresses the limits of Skills (Work Rules) vs. Extended Match (Custom Criteria).

