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Salesforce AP-209 Exam Syllabus Topics:

Topic	Details
Topic 1	<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.
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"> • 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 (Q26-Q31):

NEW QUESTION # 26

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

Answer: B

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 # 27

Out of the below options, which three questions should a consultant typically ask during the first day of an initial implementation?

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

Answer: A,B,D

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.

NEW QUESTION # 28

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. Create a flow that triggers a Custom Notification to the Assigned Resource when a Service Appointment is dispatched and flagged as an 'Emergency'
- C. Configure Custom Notifications for Field Service Mobile
- 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 # 29

Green Energy Solutions would like to track their vehicles' availability, so that once a Work Order is created, both a Service Resource and a vehicle need to be assigned to the work, to ensure that the resource will use an available vehicle for the job. How would a consultant recommend implementing this requirement?

- A. Set the vehicle as a 'Required Product'. Once a resource is assigned to the work a 'vehicle' product will be consumed via the Field Service mobile App to indicate that this vehicle is being used
- B. Set the vehicle as a Service Resource, create a Work Order and two Service Appointments, one for the mobile worker and one for the vehicle, use 'Complex Work' with a dependency of type 'Same Start'
- C. Set the vehicle as a 'Required Product'. Once the Work Order is created it will inherit the 'Required Product' and notify the resource that this vehicle needs to be used for the job
- D. Set the vehicle as a Service Resource, create a Work Order and two Service Appointments, one for the mobile worker and one for the vehicle, use 'Complex Work' with a dependency of type 'Immediately Follow'

Answer: B

Explanation:

The requirement is to schedule two distinct resources (a Human and a Vehicle) for the same job at the same time.

* Option C is correct.

* Vehicle as Service Resource: You must model the vehicle as a Service Resource (Type: Asset) to track its availability on the Gantt and prevent double-booking.

* Complex Work (Same Start): To ensure the vehicle and the technician are booked together, you use Complex Work dependencies. "Same Start" ensures that the vehicle appointment and the technician appointment are scheduled to begin simultaneously.

* Options A and D are incorrect because Products are not scheduled. Consuming a product does not check if the vehicle is available at that specific time, potentially leading to double-booking the van.

* Option B is incorrect because "Immediately Follow" implies a sequence (Technician finishes -> Vehicle starts), which is not how a shared ride/equipment scenario works.

NEW QUESTION # 30

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 skills for each combination of services and products that a resource may support
- D. 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

Answer: A

Explanation:

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

* Option B is correct. This offers the most efficient hybrid approach9.

* Skills: Use standard Skills for the "Service Type" (e.g., "Repair," "Install"). This is simple and low-volume.

* Extended Match: Use the Extended Match Work Rule to handle the "Product" matching. Instead of creating thousands of skills (e.g., "Repair-ModelX," "Repair-ModelY"), you create a custom object or field logic that matches the Asset's Product to a list of Products Supported on the Resource's record. Extended Match is designed exactly for this "Pattern Matching" without polluting the Skills table.

* Option C is incorrect because creating a unique skill for every combination (100+ per resource) leads to "Skill Explosion." This bloats the data model and degrades optimization performance10.

NEW QUESTION # 31

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