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Salesforce AP-209 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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	• Assets: This domain examines asset architecture including hierarchies and relationships, and strategies for tracking and managing customer assets throughout their lifecycle.
Topic 3	• 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 4	• 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 5	• 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.

Salesforce Advanced Field Service Accredited Professional Sample Questions (Q38-Q43):

NEW QUESTION # 38
Technicians are tasked with performing product upgrades at customer sites. During the upgrade process, a new product is installed to replace the obsolete product. For reporting purposes, the information about the obsolete and upgraded products, as well as the customer for which the upgrade is done should be tracked in Salesforce.
Which object should an admin configure to support this process?

- A. Asset Warranty
- B. Maintenance Asset
- C. Asset Relationship
- D. Child Asset

Answer: C

Explanation:
This question asks how to track the history/link between an old asset and a new one.
* Option C is correct.TheAsset Relationshipobject is a standard Salesforce object designed specifically to link two assets. It includes fields like Relationship Type (which can be set to "Replacement,"
"Upgrade," etc.) and From Date/To Date. This creates a clear lineage: Asset A was replaced by Asset B.
* Option A (Child Asset) implies a hierarchy (one ispartof the other), not a replacement.
* Option D (Maintenance Asset) is used for Maintenance Plans (PMs), not for tracking swap/upgrade history.

NEW QUESTION # 39
Universal Containers would like the Service Appointment times that are displayed on the 'Dispatcher Console' to reflect the actual times a field worker starts and completes the work. That way, if they finish early, they might be able to add additional work to the new white space.
What implementation approach should the Field Service consultant recommend?

- A. Create a Service Appointment action for 'Check In' for the field worker to manually update the 'Status', 'Scheduled Start' and 'Actual Start' fields. Create another Service Appointment action for 'Check Out' for the field worker to manually update the 'Status', 'Scheduled End' and 'Actual End' fields
- B. Create a Field Service Mobile flow that will allow a field worker to update the 'Scheduled Start' and

'Actual Start' fields when they change the 'Status' to 'In Progress' and updates the 'Scheduled End' and 'Actual End' fields when they change the 'Status' to 'Completed'

- C. Tell Universal Containers that it is not a best practice to change the 'Scheduled Start' and 'Scheduled End' fields. It would be good for Universal Containers to know what the original 'Scheduled Start' and the original 'Scheduled End' values were and compare them with the 'Actual Start' and 'Actual End' fields for reporting scheduling efficacy
- D. Create two custom date/time fields to track the original scheduled times. Create a Field Service Mobile flow that will allow a field worker to update the 'Scheduled Start' and 'Actual Start' fields when they change the 'Status' to 'In Progress' and updates the 'Scheduled End' and 'Actual End' fields when they change the 'Status' to 'Completed'. Advise Universal Containers that there could be instances where the 'Dispatcher Console' will not update right away if the field worker is offline

Answer: B

Explanation:
The requirement is specifically to free up white space on the Gantt when a tech finishes early.
* Option D is correct.The Gantt chart visual blocks are drawn based on Scheduled Start and Scheduled End. If a tech finishes a 2-hour job in 30 minutes, the Gantt bar will remain 2 hours long unless the Scheduled End is updated. By using aMobile Flowto updateboththe Actuals (for reporting) and the Scheduled (for the Gantt), the bar shrinks, revealing 1.5 hours of open availability for the dispatcher to utilize.
* Option C is the "Purist" data view (don't change scheduled), but it fails the specific business requirement of allowing new work to be added immediately.
* Option A suggests creating custom fields for the original times, which is a valid part of the solution (to keep a history), but Option D describes the core functional mechanism(Flow updating the standard fields) required to achieve the Gantt behavior. The "Offline" warning in A is true but D is the more direct configuration answer.

NEW QUESTION # 40
Green Energy Solutions employs a field workforce and must ensure they have coverage to respond to emergencies, which may occur at any given time. GES' field service organization consists of several business units configured as Service Territories, of which a resource may support simultaneously.
Resources do not work in more than a single timezone at a given time, however, GES is looking for a solution to allow their resources to be available for emergency work in the off-hours, in all the territories that they may support.
Which solution should a consultant recommend?

- A. Create a shift for the Service Resource without a specified Service Territory, use recordset filter criteria to apply to emergencies only, and verify that the shift is contained in the Primary Territory membership dates
- B. Service Resources cannot be assigned to more than one Service Territory
- C. Create a shift for each Service Territory the Service Resource may belong to, set the time slot type to 'Designated' to apply to emergencies only, and verify that the shift is contained in the Primary Territory membership dates
- D. Create a shift for the Service Resource without a specified Service Territory, set the time slot type to 'Designated' and verify that the shift is contained in the Primary Territory membership dates

Answer: D

Explanation:
This scenario requires managing availability for resources who work across multiple territories (Primary and Secondary memberships) specifically for "off-hours" emergencies.
* Option D is correctbecause Shifts in Salesforce Field Service allow you to define ad-hoc availability outside of standard Operating Hours. Crucially, if you create a Shiftwithout specifying a Service Territory, that availability applies to the resource'sPrimary Territoryby default. However, because the resource also holdsSecondary Territory Membershipsfor the other business units, the scheduling engine (specifically the "Match Territory" Work Rule) recognizes this availability as valid for those territories as well, provided the shift falls within the membership dates.
* Setting the Time Slot Type to'Designated'(or 'Extended') is the standard way to mark time for specific work types (like Emergencies) using Work Rules that filter on those time slot types.
* Option B is incorrect because creating a separate shift foreveryterritory is administrative overhead and unnecessary when a single non-territory-specific shift can cover the resource's availability across their memberships.
* Option A is factually incorrect; resources can have multiple territory memberships.

NEW QUESTION # 41
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. Under the 'Field Service Settings', go to the 'Mobile App Configuration' tab and select which profiles should be included in the geolocation collection process
- B. 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'
- 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: B

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 Settingsrecords. You assign these settings records to specificUser 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 # 42
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 # 43
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