AP-209 Latest Exam Pattern, New AP-209 Exam Labs

Final Exam Outline
AP 209
Chapters: 1-6, 9, 11-15, 16-19, 21-27

Note: Your Final Exam is comprehensive. Please **add your Exam 2 – Midterm outline to this outline for completeness.**

Chapter 16:

- Know and understand all of the terminology of the chapter
- Review and explain the similarities and differences between the nervous and endocrine systems; classifications of hormones; effects on target cells; and explain the glands, their hormones they secrete and the functions of those hormones (Modules 16.1 through 16.12)
- Explain diabetes mellitus, physiological responses caused by hormones, stress response, and disorders (Modules 16.13 through 16.18)

Chapter 17:

- Know and understand all of the terminology of the chapter
- Review and explain the basics of blood, especially the formed elements (Modules 17.5, 17.6, and 17.9)
- Explain hemostasis and disorders (Modules 17.10 and 17.11)

Chapter 18:

- Know and understand all of the terminology of the chapter
- Review and explain the basics of the anatomy and function of the heart (Modules 18.3 through 18.7)
- Explain the cardiac cycle, cardiac muscle contractions, autonomic activity of the heart, cardiac output – including heart rate and stroke volume, ECG, and disease (Modules 18.8, and 18.10 through 18.16)

Chapter 19:

- Know and understand all of the terminology of the chapter
- Explain pressure, resistance, and venous return and how they affect cardiac output; capillary bed and hydrostatic pressure vs. osmotic pressure; cardiovascular regulatory mechanisms; cardiovascular system and exercise; fetal circulation; and disorders (Modules 19.5 through 19.13, and 19.24)

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Salesforce AP-209 Exam Syllabus Topics:

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

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Salesforce Advanced Field Service Accredited Professional Sample Questions (Q42-Q47):

NEW QUESTION # 42
Universal Containers services customers in the public sector. When technicians are needed for repair jobs in government buildings, it is crucial that only technicians with the relevant security badge are selected for the job.
Which two configuration options can a consultant recommend to achieve the business requirement?

- A. Include the 'Extended Match' Work Rule in the relevant Scheduling Policies
- B. Use time-phased skills in order to ensure that only resources with security badges can perform the job
- C. Include the 'Match Boolean' Work Rule in the relevant Scheduling Policies
- D. Create 'Resource Preferences' of Type 'Required' for Accounts that require specific Service Resources
- E. Create an Apex Trigger that deletes 'Assigned Resources' that are not defined as 'Required Resources' for the Account

Answer: A,C

Explanation:
To filter resources based on strict criteria (like security clearance), you use Work Rules (Hard Constraints).
* Option B is correct (Match Boolean):This is a simple, effective method for binary requirements. You place a checkbox on the Service Appointment (e.g., "Requires Security Badge") and a corresponding checkbox on the Service Resource (e.g., "Has Security Badge"). TheMatch BooleanWork Rule enforces that if the Appointment is checked, the Resourcemustalso be checked.
* Option E is correct (Extended Match):If the requirement is more complex (e.g., matching a specific typeorlevelof badge), theExtended MatchWork Rule is best. It allows you to match a field on the Service Appointment (or Work Order) to a related list or field on the Service Resource. For example, matching the "Badge Type" required by the Government Account to the "Badge Type" held by the Resource.
* Note: While Skills (Option C) are also commonly used for this, the question specifically points toward Work Rule configurations (Boolean/Extended) often used for strict compliance attributes.

NEW QUESTION # 43
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. Under the 'Field Service Settings', go to the 'Mobile App Configuration' tab and select which users should be included in the geolocation collection process
- C. Under the 'Field Service Mobile Settings', set the 'Collect Service Resource Geolocation History' to 'True'
- D. 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'

Answer: D

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 # 44
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. 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 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 theExtended Match Work Ruleto 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 theAsset's Productto a list ofProducts Supportedon the Resource's record. Extended Match is designed exactly for this "Pattern Matching" without polluting the Skills table.
* Option Cis incorrect because creating a unique skill for everycombination(100+ per resource) leads to
"Skill Explosion." This bloats the data model and degrades optimization performance10.

NEW QUESTION # 45
Which of the following objects have fieldsets that allow controlling how the data is displayed in the
'Dispatcher Console'? (Choose 3 options)

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

Answer: B,C,D

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 # 46
What are three key considerations when working with a customer on their Service Territory management design?

- A. Aligning all Territories to geographic regions
- B. Ensuring all resources have skill assignments
- C. Sizing to 20 qualified candidates per Appointment
- D. Sizing to 50 resources per Territory
- E. Sizing to 1,000 Appointments per day, per Territory

Answer: A,C,D

Explanation:
Service Territory design heavily impacts the performance of the Gantt and Optimization engine.
* Option C is correct:Historically, Salesforce recommended keeping Service Territories to around50 Resourcesto ensure the Gantt loads quickly and optimization runs efficiently. (While limits have increased, this remains a safe "rule of thumb" for design).
* Option D is correct:Territories are almost alwaysGeographic. This drives the travel time calculations, which are central to the Field Service value proposition.
* Option B is correct:This refers to theAppointment Bookingsearch space. If a territory is too massive, the engine has to score thousands of candidates, which is slow. Designing territories/policies so that the engine evaluates a focused set (e.g., ~20 qualified candidates) ensures sub-second response times for booking slots.
* Option A (Skill assignments) is about Resources, not Territory structure.

NEW QUESTION # 47
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