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### Salesforce AP-209 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 2	<ul style="list-style-type: none"> <li>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.</li> </ul>

Topic 3	<ul style="list-style-type: none"> <li>Assets: This domain examines asset architecture including hierarchies and relationships, and strategies for tracking and managing customer assets throughout their lifecycle.</li> </ul>
Topic 4	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 5	<ul style="list-style-type: none"> <li>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.</li> </ul>

## Salesforce Advanced Field Service Accredited Professional Sample Questions (Q51-Q56):

### NEW QUESTION # 51

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. Create a flow that triggers a Custom Notification to the Assigned Resource when a Service Appointment is dispatched and flagged as an 'Emergency'
- D. Configure 'In Jeopardy' alerts for Field Service

**Answer: A,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 # 52

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. Utilize an Extended Match Work Rule and custom table with records to represent 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. Configure skills for each combination of services and products that a resource may support

**Answer: B**

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 approach.

- \* 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 performance 10 .

### NEW QUESTION # 53

Dispatchers have noticed that every time they run Global Optimization it fails. They have verified that the 'Optimization User' is active.

How can an admin troubleshoot this issue?

- A. Verify that the dispatcher user has the relevant Permission Sets to run Optimization
- **B. Run 'Health Check' using the 'Horizon Based Validations'**
- C. Log a support ticket
- D. Verify that Optimization is enabled in the org

**Answer: B**

Explanation:

When Global Optimization fails, the issue is often related to data quality, scheduling configuration, or constraint validity rather than user permissions. Field Service provides a built-in diagnostic tool to surface such issues.

\* Option D is correct. The 'Health Check' tool, when run with 'Horizon Based Validations', evaluates the data, Scheduling Policy, Operating Hours, Service Resources and Service Appointments in scope of the optimization run. It surfaces issues such as missing geolocations, invalid time slots, missing skills, and inactive resources, which are common causes of optimization failures.

\* Option A is incorrect because logging a support ticket should be the last resort, not a first troubleshooting step. The admin should first attempt to identify the root cause using built-in diagnostics.

\* Option B is incorrect because Permission Sets are required for users who initiate optimization, but the question already confirms that the 'Optimization User' is active. Permission Sets would prevent the optimization from starting, not cause it to fail mid-run.

\* Option C is incorrect because if Optimization were not enabled, the dispatchers wouldn't be able to invoke it at all.

### NEW QUESTION # 54

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, set the time slot type to 'Designated' and verify that the shift is contained in the Primary Territory membership dates**
- B. 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
- C. Service Resources cannot be assigned to more than one Service Territory
- D. 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

**Answer: A**

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 correct because Shifts in Salesforce Field Service allow you to define ad-hoc availability outside of standard Operating Hours. Crucially, if you create a Shift without specifying a Service Territory, that availability applies to the resource's Primary Territory by default. However, because the resource also holds Secondary Territory Memberships for 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 for every territory 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 # 55

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. Maintenance Asset
- B. Asset Warranty
- 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. The Asset Relationship object 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 is part of the other), not a replacement.

\* Option D (Maintenance Asset) is used for Maintenance Plans (PMs), not for tracking swap/upgrade history.

### NEW QUESTION # 56

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