# Pass Guaranteed Quiz Salesforce - AP-209 - Advanced Field Service Accredited Professional–Professional Test Simulator Free



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## Salesforce AP-209 Exam Syllabus Topics:

| Topic | Details |
|---|---|
| Topic 1 | • Assets: This domain examines asset architecture including hierarchies and relationships, and strategies for tracking and managing customer assets throughout their lifecycle. |
| Topic 2 | • 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 3 | • 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 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. |

# AP-209 Latest Exam Question, Training AP-209 Material

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# Salesforce Advanced Field Service Accredited Professional Sample Questions (Q47-Q52):

**NEW QUESTION # 47**
Which consideration should a consultant take when advising a customer on their Field Service Mobile App strategy, in a case where the Service Resources are named contractors who provide their own mobile devices?

- A. Field Service Mobile App is optimized for a handful of Android and iOS devices. Refer to 'Salesforce Help and Training' for the latest update
- B. Since all Service Resources are named contractors, 'Collect Service Resource Geolocation History' should be disabled
- C. Contractor licenses do not include access to the Field Service Mobile App
- D. Set all records to private to ensure customer data confidentiality

**Answer: A**

Explanation:
When dealing with a Bring Your Own Device (BYOD) strategy (common with contractors), device compatibility is the biggest technical hurdle.
* Option B is correct.Salesforce explicitly publishes a list ofsupported devices and operating systems (iOS and Android versions)6. Since the company does not own the phones, they cannot guarantee every contractor has a compatible device. The consultant must warn the client to check these specs against their contractors' hardware.
* Option Ais a policy decision, not a technical constraint. Youcantrack contractor location if they agree to it.
* Option Cis false; Contractor licenses (Community Plus)doinclude access to the Field Service Mobile App.

**NEW QUESTION # 48**
A customer doesn't want contractors to be considered in optimization runs.
How can a consultant implement this requirement?

- A. Create 'Count Rule' Work Rule and include it in the Scheduling Policy
- B. Create 'Extended Match' Work Rule and include it in the Scheduling Policy
- C. Create 'Match Field' Work Rule and include it in the Scheduling Policy
- D. Create 'Match Boolean' Work Rule and include it in the Scheduling Policy

**Answer: D**

Explanation:
To exclude a specific subset of resources from being scheduled by the optimization engine, you use a Hard Constraint Work Rule.
* Option D is correct.TheMatch BooleanWork Rule is designed to filter resources based on a checkbox (Boolean) field.

* You would create a custom checkbox on the Service Resource object (e.g., Is_Contractor__c).
* You configure the Match Boolean rule in the Scheduling Policy to enforce that Is_Contractor__c must be False.
* When optimization runs, any resource where Is_Contractor__c = True fails the rule and is completely ignored/excluded from the schedule calculation.
* Option A (Count Rule) limits volume, it doesn't exclude.
* Options B and C (Match Field/Extended Match) match properties between the Job and the Resource (e.g., Skill or Location matching), which is not the same as a blanket exclusion of a resource type.

## NEW QUESTION # 49

Which two statements describe 'Global Optimization' accurately?

- A. Optimization can move appointments that were previously scheduled, meaning that the optimizer can slide scheduled service appointments right or left of their current time slot
- B. Global Optimization is the only process that supports Service Objectives and Work Rules that are defined in the Scheduling Policy
- C. Global Optimization runs faster than the Auto Scheduling process
- D. It's recommended to run Global Optimization during the day of service to fix unexpected in-day changes
- E. The Global Optimization process can assess millions of time slots and mobile worker options to produce schedules

**Answer: A,E**

Explanation:
Global Optimization is the heavy-lifting batch process in Salesforce Field Service designed to create the most efficient schedule possible.
* Option B is correct. Global Optimization uses a powerful algorithm to evaluate millions of potential combinations of resources, times, and routes to find the best overall score based on the Service Objectives.
* Option C is correct. Unlike "Appointment Booking" (which finds a slot for a single job without disturbing others), Global Optimization has the authority to reshuffle (move) existing appointments. It can slide jobs earlier or later, or reassess assignments to minimize travel time and white space (gaps) in the schedule.
* Option A is incorrect; Optimization is a batch process that takes significantly longer than the near real-time "Auto Scheduling."
* Option D describes "In-Day Optimization." Global Optimization is typically run overnight because it changes the whole schedule, which is disruptive during the work day.
* Option E is incorrect; all scheduling methods (Global, In-Day, Resource Schedule Optimization, and Appointment Booking) utilize the Scheduling Policy (Work Rules and Objectives).

## NEW QUESTION # 50

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 Capacity Based 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 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 # 51**

Which parts of the 'Dispatcher Console' support adding Custom Actions? (Choose 3 options)

- A. Multiple Service Resources in the Gantt
- B. Multiple Service Appointments in the Appointment list
- C. Individual Service Resources in the Gantt
- D. Child Service Territories in the Gantt
- E. Individual Service Appointments in the Appointment list

**Answer: B,C,E**

Explanation:

Custom Actions (configured in Field Service Settings) allow dispatchers to trigger Apex classes or Visualforce pages/components from the console.

* Option B is correct: You can add custom actions to the Resource List on the Gantt (e.g., right-click a technician's name to "Send SMS" or "Show on Map").

* Option E is correct: You can add custom actions to individual Service Appointments (e.g., right-click an appointment bar or list item to "Reschedule" or "Print Label").

* Option D is correct: You can add Mass Actions to the Appointment List (select multiple checkboxes -> Actions -> "Bulk Dispatch").

* Note: You generally cannot perform custom actions on the "Service Territory" grouping headers (Option A) or multiple resources simultaneously (Option C) in the standard UI.


**NEW QUESTION # 52**

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