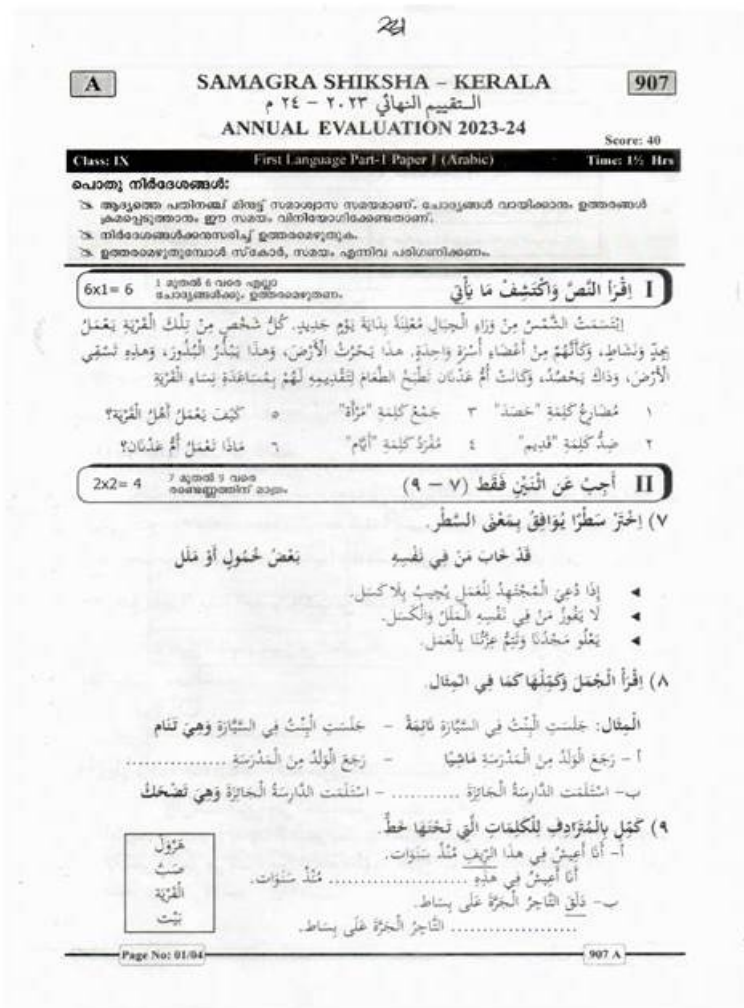# AP-209 Exam Pattern | AP-209 Labs

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Salesforce Advanced Field Service Accredited Professional Sample Questions (Q17-Q22):

NEW QUESTION # 17

Which two statements are true regarding offline available inventory?

- A. Inventory items can be viewed offline but cannot be consumed offline
- B. Multi-location inventory is not supported in the mobile app
- C. The user's inventory is primed
- D. For multi-location inventory, the app primes multiple locations and related items, but there are limits to be aware of
- E. Only the most recently created Inventory items created are primed

Answer: C,D

Explanation:
Offline capabilities are a critical feature of the Field Service mobile app.
* Option E is correct:The fundamental behavior of the app is to "Prime" (download for offline use) the inventory associated with the Service Resource. This ensures that when a technician is in a basement with no signal, they can still view their van stock and consume parts (create Product Consumed records).
* Option B is correct:Salesforce Field Service supportsMulti-Location Inventory(e.g., a technician has a Van location and a Garage location). The app is capable of priming these additional locations so the tech can transfer stock between them. However, consultants must be aware of data volume limits (priming thousands of parts can slow down sync times), so configuration settings restrict how far back or how many items are synced.
* Option Dis incorrect because the app specifically allows for theconsumptionof parts while offline; the transactions sync back to the server once connectivity is restored.

NEW QUESTION # 18

Universal Containers (UC) sell Service Contracts to their customers. One of the terms of the Service Contract determines that a UC technician will perform annual maintenance on all the customer's Assets until the contract expires.
UC would like to ensure that when a technician is sent to the customer, the maintenance work is completed in a single visit, and all covered Assets are listed on the Work Order's Service Report.
What Maintenance Plan configuration should a consultant recommend UC?

- A. 'Work Order Generation Method' is set to 'One Work Order Line Item per Asset' and 'Service Appointment Generation Method' is set to 'One Service Appointment per Work Order Line Item'
- B. 'Work Order Generation Method' is set to 'One Work Order Line Item per Asset' and 'Service Appointment Generation Method' is set to 'One Service Appointment per Work Order'
- C. 'Work Order Generation Method' is set to 'One Work Order per Asset' and 'Service Appointment Generation Method' is set to 'One Service Appointment per Work Order'
- D. 'Work Order Generation Method' is set to blank and 'Service Appointment Generation Method' is set to 'One Service Appointment per Work Order'

Answer: B

Explanation:
This question tests the Maintenance Plan generation logic.
* Option D is correct.The requirement isSingle Visit(One Appointment) forMultiple Assets.
* One Work Order Line Item per Asset:This groups all the assets under asingleparent Work Order. Each asset gets its own line item (WOLI) for tracking purposes.
* One Service Appointment per Work Order:This creates asingleappointment for the parent Work Order. The technician arrives once and works through the list of line items (Assets).
* Option B("One Work Order per Asset") would create separate Work Orders (and likely separate Appointments) for every single asset, resulting in multiple visits or a cluttered schedule.
* Option C("One SA per WOLI") would explicitly create a separate appointment for every single asset line item, causing massive double-booking/overlap.

NEW QUESTION # 19

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

Answer: B

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 theJoband theResource(e.g., Skill or Location matching), which is not the same as a blanket exclusion of a resource type.

NEW QUESTION # 20
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. Create an Apex Trigger that deletes 'Assigned Resources' that are not defined as 'Required Resources' for the Account
- B. Create 'Resource Preferences' of Type 'Required' for Accounts that require specific Service Resources
- C. Include the 'Match Boolean' Work Rule in the relevant Scheduling Policies
- D. Include the 'Extended Match' Work Rule in the relevant Scheduling Policies
- E. Use time-phased skills in order to ensure that only resources with security badges can perform the job

Answer: C,D

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 # 21
Universal Containers offers installation services that takes four days to complete and requires certain parts.
After the installation, a training session is provided and a swag kit and framed certificate is provided upon completion.
How should a Field Service consultant model the work so that both visits should have a qualified tech to complete work on each job?

- A. Create Work Order and two Work Order Line Items, each Work Order Line Item has one Service Appointment: one Service Appointment (Multi Day) for installation, and one Service Appointment for Training. Leverage 'Complex Work' to ensure the training is done after the installation
- B. Create two Work Order Line Items, with parent-child dependency. Each Work Order Line Item has one Service Appointment: The parent Work Order Line Item has one Service Appointment (Multi Day) for installation, and one Service Appointment for training. Leverage Crews and add a Training resource as a Crew Member on the last day of the Service Appointment
- C. Create Work Order and two Work Order Line Items, each Work Order Line Item has one Service Appointment: one

Service Appointment (Multi Day) for installation, and one Service Appointment for training. When the installation Service Appointment is scheduled, update the training Service Appointment so the 'Earliest Start Date' is the day after the 'Scheduled End Date' of the installation Service Appointment

- D. Create Work Order and two Service Appointments: one Service Appointment (Multi Day) for installation, and one Service Appointment for training. Leverage 'Complex Work' to ensure the training is done after the installation

Answer: A

Explanation:
This scenario involves two distinct types of work (Installation vs. Training) with different durations and likely different skill requirements, but they are part of the same customer order.
* Option C is correct.
* Data Model:UsingWork Order Line Items (WOLIs)is the best practice here. You create one WOLI for the "Installation" (linked to a Work Type that allows Multi-Day) and a separate WOLI for "Training" (linked to a different Work Type). This allows you to track the status and skills for each part separately.
* Dependency:UsingComplex Work(specifically a "Start After Finish" dependency) ensures the Training appointment cannot be scheduled until the Installation is complete.
* Option A puts both Appointments on thesameWork Order parent. While possible, it makes it harder to report on "Training" vs "Install" costs separately and limits the ability to use different Work Types for each appointment automatically.
* Option B relies on manual updates or custom automation ("When scheduled, update..."), whereas Complex Work (Option C) handles the logic natively during optimization.

NEW QUESTION # 22
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