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Overall, we can say that with the Advanced Field Service Accredited Professional (AP-209) exam you can gain a competitive edge in your job search and advance your career in the tech industry. However, to pass the Salesforce AP-209 Exam you have to prepare well. For the quick Salesforce AP-209 exam preparation the AP-209 Questions is the right choice.

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

NEW QUESTION # 38

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 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
- C. 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
- D. 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

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: Using Work 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: Using Complex 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 the same Work 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 # 39

A customer outsources some of the work to contractors. The contractors in company A need to be able to accept up to 4 hours of maintenance work per day, but their resources only work 9-10 am. They manage the scheduling and order of these jobs outside of Salesforce.

Contractor company B also must only accept 4 hours of work per day but work from 9-5 pm and manage their schedule inside Salesforce. The customer is using optimization.

Which two configurations need to be created to support the requirement?

- A. Configure a 'Scheduling Count Rule' with a 'Count Type' of 'Duration' to limit work. Use 'Relevance Groups' to apply this to resources in contractor group B. Set Operating Hours to 9-5 pm for contractor group B
- B. Configure a 'Scheduling Count Rule' with a 'Count Type' of 'Duration' to limit work for all resources.
  Set Operating Hours to 9-10 am for contractor group A and 9-5 pm for contractor group B
- C. Configure 'Capacity Based Resources' with an 'Hours Per Time Period' of 4 and a 'Time Period' of 'Day' for contractor group A. Set Operating Hours to 9-10 am for contractor group A resources and use
  'Schedule Over Lower Priority' to allow for overbooking resources
- D. Configure 'Capacity Based Resources' with an 'Hours per Time Period' of 4 and a 'Time Period' of 'Day' for contractor group A. Set Operating Hours to 9-10 am for contractor group A resources

Answer: A,D

Explanation:

This scenario distinguishes between "External" contractors (buckets of work) and "Internal/Named" contractors (managed schedule).
* Option C (Contractor A):Since they manage workoutsideSalesforce and work specific hours (9-10 am), they should be modeled asCapacity-Based Resources. This feature allows you to define a
"bucket" of capacity (4 hours/day) without optimizing individual travel or start times. You simply dump work into their bucket until it is full.
* Option A (Contractor B):Since they manage the scheduleinsideSalesforce (likely named users), they act like standard employees.
To limit them to 4 hours of work within a 9-5 shift, you use aWork Rule (Count Rule). You configure the rule to limit "Duration" to
240 minutes (4 hours) per day and use a Relevance Groupto ensure this ruleonlyapplies to Contractor B (not internal employees or
Contractor A).

NEW QUESTION # 40
Universal Containers offer repair services for customers' capital equipment. Sometimes, a customer may ask a repair technician to take a look at another piece of equipment while they're on-site.
How can Universal Containers give the field worker the flexibility to extend the time on site and track that they performed service on another piece of equipment?

- A. Create a custom text field on the Work Order that will capture 'Additional work onsite' and have the Salesforce administrator update the Asset with a custom field called 'Date of the last service'
- B. Build a Field Service Mobile flow and set it as a Mobile App Extension flow that will create a Work Order Line Item populating the Asset and extend the 'Duration' and 'Scheduled End' time of the Service Appointment. Leverage 'Scheduling Recipes' so optimization can reshuffle the remainder of the day, if the extended time requested is greater than 10 minutes
- C. Have the technician add the additional piece of equipment serviced to the 'Related Assets' list on the Work Order, and capture the 'Actual End date' upon completion
- D. Add two custom fields: a custom checkbox field on the Service Appointment, that if selected will trigger the creation of another Service Appointment related to the same asset with an 'Immediately follow' dependency to the current Service Appointment, and a number field to capture the duration of the new service

Answer: B

Explanation:
This requires a balance of data accuracy (tracking the asset) and schedule accuracy (updating the duration).
* Option D is correctbecause it usesField Service Mobile Flows, which is the best practice for guiding technicians through complex processes.
* Data:Creating aWork Order Line Item (WOLI)is the correct data model to track work done on a specific (secondary) Asset under the main Work Order.
* Schedule:The flow can update the current Service Appointment's Duration and Scheduled End to reflect the reality that the tech will be there longer.
* Automation:Triggering a "Scheduling Recipe" (now typically handled via Flows/Optimization services) ensures that if the appointment runs long, subsequent appointments for the day are automatically shifted (Reshuffled) to prevent overlapping/late arrivals.
* Options A and C fail to update the schedule duration, meaning the tech will likely be late to their next job without the dispatcher knowing. Option B creates a second appointment, which is administratively heavy for "just looking at" another asset during the same visit.

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

Answer: A

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

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

Answer: B,D,E

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 # 43
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