

Pass Guaranteed AP-209 - Advanced Field Service Accredited Professional–Reliable Answers Real Questions



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Salesforce AP-209 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">• 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 2	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• 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 4	<ul style="list-style-type: none">• 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.

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Salesforce Advanced Field Service Accredited Professional Sample Questions

(Q32-Q37):

NEW QUESTION # 32

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 for all resources. Set Operating Hours to 9-10 am for contractor group A and 9-5 pm for contractor group B
- B. 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
- 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 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

Answer: B,D

Explanation:

This scenario distinguishes between "External" contractors (buckets of work) and "Internal/Named" contractors (managed schedule).

* Option C (Contractor A): Since they manage work outside Salesforce and work specific hours (9-10 am), they should be modeled as Capacity-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 schedule inside Salesforce (likely named users), they act like standard employees. To limit them to 4 hours of work within a 9-5 shift, you use a Work Rule (Count Rule). You configure the rule to limit "Duration" to 240 minutes (4 hours) per day and use a Relevance Group to ensure this rule only applies to Contractor B (not internal employees or Contractor A).

NEW QUESTION # 33

What is the best practice to upload a photo that is taken by the mobile worker to a Work Order? (Choose 2 options)

- A. Edit the Work Order record through the SFS Mobile App and add the photo as an attachment
- B. Use a quick action of type 'Attach File'
- C. Use a quick action of type 'Upload Photo'
- D. Post the photo via the 'Feed' tab
- E. Leverage the Field Service Mobile flow and add image upload component

Answer: C,E

Explanation:

Salesforce Field Service provides specific tools for capturing rich media in a structured way.

* Option B is correct (Mobile Flow): This is the modern best practice. By using a Flow with the File Upload (or Image) screen component, you can guide the technician to take a photo at a specific step in the process (e.g., "Take a photo of the completed installation"). This ensures consistency.

* Option A is correct (Quick Action): You can configure Quick Actions (specifically Global or Object-Specific actions for File Uploads) in the Field Service Mobile app extension settings. This provides a one-tap button for technicians to launch the camera and attach a file directly to the record.

* Note: While Option D (Chatter Feed) is possible, it is unstructured data. Options A and B are the "Best Practice" recommendations for process adherence.

NEW QUESTION # 34

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 Resource and giving it capacity for the next 3 weeks
- B. Creating a Resource and deleting it after 3 weeks
- **C. Creating a Capacity Based Resource and giving it capacity for the next 3 weeks**
- D. Creating a Capacity Based Resource and deleting it after 3 weeks

Answer: C

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 # 35

Which three topics should a consultant raise during the project scoping discussion of a field service implementation?

- A. Solution Design: request for acceptance
- **B. Project Objectives: what is essential**
- **C. Terminology: translate objectives and priorities into Field Service**
- D. Sprint Review: to review what will be done during the sprint cycle
- **E. Work Parameters: how work is being defined**

Answer: B,C,E

Explanation:

During Scoping (the initial phase), the goal is to align on the "What" and "Why" before moving to the "How."

* Option A is correct (Work Parameters): You must define what constitutes a "Job" (Work Order), how long it takes, and what skills are needed. This is the foundation of the data model.

* Option C is correct (Terminology): Mapping the customer's language to Salesforce terms (e.g., "We have 'Truck Rolls' -> In Salesforce, that is a 'Service Appointment'") is crucial to avoid confusion throughout the project.

* Option D is correct (Project Objectives): Defining what is "Essential" (MVP) vs. "Nice to Have" sets the project boundaries and success metrics.

* Option B (Sprint Review) happens during the build phase (Agile methodology), not during initial scoping.

* Option E (Solution Design) is the output of the scoping/analysis phase, not a topic you ask about during the initial discovery.

NEW QUESTION # 36

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. The Match Boolean Work 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

* 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.

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