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Salesforce AP-209 Exam Syllabus Topics:

Topic	Details

Topic 1	• 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.
Topic 2	• 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 3	• Assets: This domain examines asset architecture including hierarchies and relationships, and strategies for tracking and managing customer assets throughout their lifecycle.
Topic 4	• 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.
Topic 5	• 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.

Salesforce Advanced Field Service Accredited Professional Sample Questions (Q33-Q38):

NEW QUESTION # 33
Which of the following objects have fieldsets that allow controlling how the data is displayed in the 'Dispatcher Console'? (Choose 3 options)

- A. Resource Absence
- B. Service Appointment
- C. Service Territory
- D. Assigned Resource
- E. Service Resource

Answer: A,B,E

Explanation:
The Dispatcher Console (Gantt) allows admins to customize which fields are visible in various panels and tooltips using standard Salesforce Field Sets.
* A is correct (Resource Absence):You can control what information appears when a dispatcher hovers over a non-availability block (e.g., "Sick Day," "Doctor's Appointment") by editing the field set on the Resource Absence object.
* B is correct (Service Appointment):This is the most heavily customized object. You can configure field sets to control the columns in the Appointment List, the text shown on the Gantt bar, and the fields in the tooltip (hover).
* C is correct (Service Resource):You can customize the resource list (left-hand side of the Gantt) to show fields like "Vehicle Type," "Skill Level," or "Phone Number" by editing the field set on the Service Resource object.
* Options D and E:Service Territory and Assigned Resource do not have direct field sets that control the Dispatcher Consolelayout in the same way the primary transactional objects do.

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NEW QUESTION # 35

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. 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
- B. 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
- C. 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
- D. 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

Answer: D

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 customautomation ("When scheduled, update..."), whereas Complex Work (Option C) handles the logic natively during optimization.

NEW QUESTION # 36

Green Energy Solutions has resources in multiple countries and time zones. Each country has different holidays and permitted working hours.
What should the consultant configure to support this?

- A. Skills, Operating Hours, Time Slots and Holidays
- B. Service Territories, Operating Hours and Resource Absences
- C. Service Territories, Resource Capacity and Business Hours
- D. Work Types, Resource Availabilities and Operating Hours

Answer: B

Explanation:
To model international workforces in Salesforce Field Service, specific objects handle geography, time, and exceptions.
* Option B is correct.
* Service Territories:Used to define the geographical areas (Countries/Regions). Crucially, the Time Zoneis defined on the Service Territory record.
* Operating Hours:Used to define the "Permitted Working Hours" (e.g., Mon-Fri, 9-5). These are assigned to the Service Territory or Service Territory Member.
* Resource Absences:Used to model time off, such as public holidays or sick days, where the resource is unavailable. (Note: Holidays can also be linked directly to Operating Hours, but Resource Absences are the distinct records created on the Gantt).
* Option A is incorrect because "Business Hours" is a Service Cloud (Support) object used for Case Entitlements, not Field Service scheduling. "Resource Capacity" is used for contractors (Capacity- Based Scheduling), not for defining standard working hours.

NEW QUESTION # 37
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. Contractor licenses do not include access to the Field Service Mobile App
- C. Since all Service Resources are named contractors, 'Collect Service Resource Geolocation History' should be disabled
- 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 # 38
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