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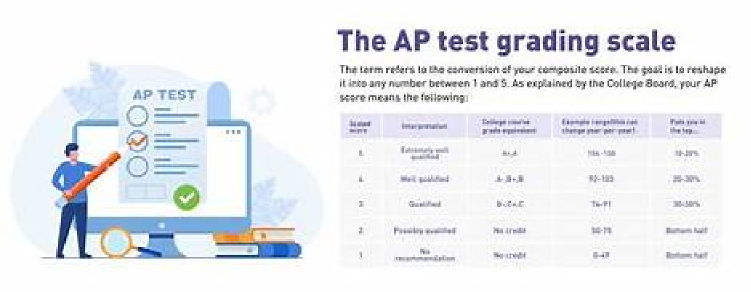

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New AP-209 Test Tips - High Pass-Rate Salesforce New AP-209 Exam Pattern: Advanced Field Service Accredited Professional

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Salesforce AP-209 Exam Syllabus Topics:

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

Salesforce Advanced Field Service Accredited Professional Sample Questions (Q22-Q27):

NEW QUESTION # 22
What are the two related lists a consultant will need to pay attention to when viewing Assets that may have been replaced and/or upgraded by new Assets out in the field?

- A. Primary Assets related list as it shows Assets that the current Asset replaced
- B. Primary Assets related list as it shows Assets that replaced the current Asset
- C. Related Assets related list as it shows Assets that replaced the current Asset
- D. Related Assets related list as it shows Assets that the current Asset replaced

Answer: C,D

Explanation:
Asset replacement and history in Salesforce are tracked using the Asset Relationship object.
* Options A and B are correct.TheAsset Relationshipobject links two assets together (e.g., Old Asset -
> New Asset) with a relationship type like "Replacement" or "Upgrade." On the Asset page layout, this related list (often labeled "Asset Relationships" or "Related Assets") allows you to see the history in both directions:
* Forward:See the new asset that replacedthisasset (Option A).
* Backward:See the old asset thatthisasset replaced (Option B).
* Options C and D are incorrect. "Primary Assets" is typically a concept associated with Service Contracts (covering the main asset) or Entitlements, not the history of physical swaps/upgrades between asset records.
(Note: The provided PDF source likely contains an error marking D as correct. "Primary Assets" is not the standard location for replacement history.)

NEW QUESTION # 23
Green Energy Solutions employs a field workforce and must ensure they have coverage to respond to emergencies, which may occur at any given time. GES' field service organization consists of several business units configured as Service Territories, of which a resource may support simultaneously.
Resources do not work in more than a single timezone at a given time, however, GES is looking for a solution to allow their resources to be available for emergency work in the off-hours, in all the territories that they may support.
Which solution should a consultant recommend?

- A. Create a shift for each Service Territory the Service Resource may belong to, set the time slot type to 'Designated' to apply to emergencies only, and verify that the shift is contained in the Primary Territory membership dates
- B. Create a shift for the Service Resource without a specified Service Territory, set the time slot type to 'Designated' and verify that the shift is contained in the Primary Territory membership dates
- C. Create a shift for the Service Resource without a specified Service Territory, use recordset filter criteria to apply to emergencies only, and verify that the shift is contained in the Primary Territory membership dates
- D. Service Resources cannot be assigned to more than one Service Territory

Answer: B

Explanation:
This scenario requires managing availability for resources who work across multiple territories (Primary and Secondary memberships) specifically for "off-hours" emergencies.
* Option D is correctbecause Shifts in Salesforce Field Service allow you to define ad-hoc availability outside of standard Operating Hours. Crucially, if you create a Shiftwithout specifying a Service Territory, that availability applies to the resource'sPrimary Territoryby default. However, because the resource also holdsSecondary Territory Membershipsfor the other business units, the scheduling engine (specifically the "Match Territory" Work Rule) recognizes this availability as valid for those territories as well, provided the shift falls within the membership dates.
* Setting the Time Slot Type to'Designated'(or 'Extended') is the standard way to mark time for specific work types (like Emergencies) using Work Rules that filter on those time slot types.
* Option B is incorrect because creating a separate shift foreveryterritory is administrative overhead and unnecessary when a single non-territory-specific shift can cover the resource's availability across their memberships.
* Option A is factually incorrect; resources can have multiple territory memberships.

NEW QUESTION # 24
Technicians are tasked with performing product upgrades at customer sites. During the upgrade process, a new product is installed to replace the obsolete product. For reporting purposes, the information about the obsolete and upgraded products, as well as the customer for which the upgrade is done should be tracked in Salesforce.
Which object should an admin configure to support this process?

- A. Asset Relationship
- B. Maintenance Asset
- C. Child Asset
- D. Asset Warranty

Answer: A

Explanation:
This question asks how to track the history/link between an old asset and a new one.
* Option C is correct.TheAsset Relationshipobject is a standard Salesforce object designed specifically to link two assets. It includes fields like Relationship Type (which can be set to "Replacement,"
"Upgrade," etc.) and From Date/To Date. This creates a clear lineage: Asset A was replaced by Asset B.
* Option A (Child Asset) implies a hierarchy (one ispartof the other), not a replacement.
* Option D (Maintenance Asset) is used for Maintenance Plans (PMs), not for tracking swap/upgrade history.

NEW QUESTION # 25
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. Individual Service Appointments in the Appointment list
- E. Child Service Territories in the Gantt

Answer: B,C,D

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 theResource Liston 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 individualService Appointments(e.g., right-click an appointment bar or list item to "Reschedule" or "Print Label").
* Option D is correct:You can addMass Actionsto 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 # 26
Green Energy Solutions would like to become more competitive by providing a better service experience to prospects calling in to request an initial assessment visit.
What should a consultant recommend to the business in order to achieve such a goal?

- A. Increase the length of the arrival window offered to the customer from 4 hours to 8 hours, which gives the customer more flexibility in preparing for the visit
- B. Reduce the length of the arrival window offered to the customers from 4 hours to 2 hours, taking into consideration that this change might impact the quality of optimization
- C. Reduce the length of the arrival window offered to the customers from 4 hours to 2 hours, which will also allow further flexibility when running optimization
- D. Increase the length of the arrival window offered to the customer from 4 hours to 8 hours, as it will ensure that the assessment visit will be completed before the arrival window ends

Answer: B

Explanation:
This question addresses the trade-off between Customer Experience and Schedule Optimization.
Reducing the arrival window (e.g., from 4 hours to 2 hours) is a common strategy to improve customer service. Customers prefer shorter wait times and more precise appointments. However, a consultant must identify the technical impact of this business decision.
* Option B is correctbecause it acknowledges the benefit (customer experience) while correctly identifying the risk. Smaller arrival windows serve as tighter constraints on the scheduling engine (Optimization). The engine has less "wiggle room" to shuffle appointments, which can lead to lower overall utilization or higher travel times.
* Option C is incorrect because reducing the windowdecreases(restricts) flexibility for optimization, it does not increase it.
* Options A and D suggest increasing the window to 8 hours. While this is great for the optimization engine (maximum flexibility), it is generally considered a poor customer experience to ask a prospect to wait all day (8 hours), contradicting the business goal of being "more competitive."

NEW QUESTION # 27
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