

Free PDF Salesforce - AP-209 - Advanced Field Service Accredited Professional High Hit-Rate Latest Test Experience



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Salesforce AP-209 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">• 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 2	<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.
Topic 3	<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 4	<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.

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Salesforce Advanced Field Service Accredited Professional Sample Questions (Q41-Q46):

NEW QUESTION # 41

Green Energy Solutions would like to track their vehicles' availability, so that once a Work Order is created, both a Service Resource and a vehicle need to be assigned to the work, to ensure that the resource will use an available vehicle for the job. How would a consultant recommend implementing this requirement?

- A. Set the vehicle as a Service Resource, create a Work Order and two Service Appointments, one for the mobile worker and one for the vehicle, use 'Complex Work' with a dependency of type 'Same Start'
- B. Set the vehicle as a 'Required Product'. Once a resource is assigned to the work a 'vehicle' product will be consumed via the Field Service mobile App to indicate that this vehicle is being used
- C. Set the vehicle as a Service Resource, create a Work Order and two Service Appointments, one for the mobile worker and one for the vehicle, use 'Complex Work' with a dependency of type 'Immediately Follow'
- D. Set the vehicle as a 'Required Product'. Once the Work Order is created it will inherit the 'Required Product' and notify the resource that this vehicle needs to be used for the job

Answer: A

Explanation:

The requirement is to schedule two distinct resources (a Human and a Vehicle) for the same job at the same time.

* Option C is correct.

* Vehicle as Service Resource: You must model the vehicle as a Service Resource (Type: Asset) to track its availability on the Gantt and prevent double-booking.

* Complex Work (Same Start): To ensure the vehicle and the technician are booked together, you use Complex Work dependencies. "Same Start" ensures that the vehicle appointment and the technician appointment are scheduled to begin simultaneously.

* Options A and D are incorrect because Products are not scheduled. Consuming a product does not check if the vehicle is available at that specific time, potentially leading to double-booking the van.

* Option B is incorrect because "Immediately Follow" implies a sequence (Technician finishes -> Vehicle starts), which is not how a shared ride/equipment scenario works.

NEW QUESTION # 42

A customer has few types of resources: internal full-time, internal part-time, and full-time contractors. The requirement is to prefer full-time employees over contractors, and contractors over part-time employees.

How should a consultant implement this requirement?

- A. Use 'Resource Priority' Service Objective, set the full-time employees with priority '1', contractors with priority '2' and part-time employees with priority '3'.
- B. Use 'Preferred Resource' Service Objective, assign the full-time employees as preferred for all Accounts.
- C. Use the 'Required Resource' Work Rule and set the full-time employees as required for all Accounts, use the 'Preferred Resource' Service Objective, and set the part-time and contractors as preferred to all Accounts.
- D. Use 'Resource Priority' Service Objective, set the full-time employees with priority '10', contractors with priority '9' and part-time with priority '8'.

Answer: D

Explanation:

To tier resources generally (not per customer), you use the Resource Priority Service Objective.

* Option C is correct. The Resource Priority objective works on a scoring scale where a Higher Value indicates a Higher Priority. The optimization engine attempts to assign the appointment to the resource that yields the highest overall schedule score.

* By assigning Full-Time = 10, Contractors = 9, and Part-Time = 8, the engine will "score" the Full-Time option highest, followed by the Contractor.

* Option D uses the inverse logic (1, 2, 3). If deployed, the engine would favor the Part-Time employees (Score 3) over the Full-Time employees (Score 1), which is the opposite of the requirement.

* Options A and B refer to Preferred Resource, which is typically defined on the Account Work Order level (e.g., "Bob is preferred for Customer X"). It is not efficient for ranking entire groups of employees globally.

NEW QUESTION # 43

Out of the below options, which three questions should a consultant typically ask during the first day of an initial implementation?

- A. What are the different types of services provided to customers? What are the skills required and the estimated duration?
- B. How are the different business units set up? Geographical/ functional/ both?
- C. Which Dynamic Gantt features should be incorporated into the use cases?
- D. What needs to be synced with Salesforce? What integration is needed with external apps?
- E. What Service Objectives and what should their corresponding weights be within the different Scheduling Policies?

Answer: A,B,D

Explanation:

During the "Day 1" or Scoping phase of an implementation, the goal is to define the high-level architecture and business model.

* A is correct: Defining Integration points (ERP, HR, Inventory) is a foundational requirement that dictates the project scope and data strategy.

* D is correct: Defining the Work (Work Types, Skills, Durations) is the core of the Field Service data model. You cannot configure the system without knowing what services are being performed.

* E is correct: Defining the Territory Structure (Business Units) sets up the security model, sharing settings, and resource organization.

* Options B and C are incorrect for the first day because they are detailed configuration specifics (Refinement). You cannot define "Service Objective Weights" or "Gantt Features" until you understand the basic business goals, services, and territories.

NEW QUESTION # 44

Universal Containers sells capital equipment that includes a 90-day warranty for repairs. They also offer a 'Preventative Maintenance Service Contract' for the purchase.

What data model and solution approach should a Field Service consultant recommend?

- A. Create a custom object called 'Capital Equipment' and create these records from 'Opportunity Products' when an 'Opportunity' is 'Won'. That record will have a formula checkbox field if it is under 'Warranty'. Create a 'Maintenance Plan' record if the customer signs up for a 'Preventative Maintenance Service Contract'
- B. Set the 'Warranty' and 'Maintenance Plan' as related lists on the 'Account' Record. Create an Automation that will trigger the creation of 'Preventative Maintenance Service Appointments' based on the related 'Maintenance Plan' if a 'Warranty' record is added as well
- C. Use 'Opportunity Products' that will create 'Assets' when the 'Opportunity' is 'Won' with automation. That automation can also create a 'Warranty' record for the 90 day period. If a 'Preventative Maintenance Service Contract' is purchased, have an automation to create a 'Service Contract' record, 'Maintenance Plan' record, and 'Maintenance Asset' records
- D. Establish a new customer on-boarding administration role and have that Service Resource manually create the 'Asset' records and create custom checkbox fields to determine if the 'Asset' is under 'Warranty' and signed up for the 'Preventative Maintenance Service Contract'

Answer: C

Explanation:

This option follows the standard Salesforce Field Service data model and best practices for the "Lead-to-Cash-to-Service" lifecycle.

* Option C is correct.

* Assets: Standard automation (or CPQ) converts Opportunity Line Items into Asset records.

* Warranties: Standard Asset Warranty or Entitlement records track the 90-day coverage.

- * Maintenance: If a recurring service contract is sold, the correct objects are Service Contract (the agreement) and Maintenance Plan (the schedule/generation engine). The specific assets covered are linked via Maintenance Assets.
- * Option A is manual and error-prone.
- * Option B recommends a custom object ("Capital Equipment") when the standard Asset object exists specifically for this purpose.
- * Option D puts lists on the Account, losing the granularity of which specific assets are covered.

NEW QUESTION # 45

After running a Global Optimization on an empty Gantt, the dispatcher at Green Energy Solutions noticed that one of the Service Appointments wasn't scheduled, although there seems to be enough white space on the Gantt for it to fit in. What should the dispatcher do to identify the root cause?

- A. Click on the 'Appointment Booking' action on the appointment from the appointments list to identify which candidates are displayed.
- B. Remove the Service Objective with the highest weight from the Scheduling Policy.
- C. Check the 'In-Day Optimization' checkbox on the Scheduling Policy used in the previous run, and re-run the optimization request.
- **D. Manually drag the Service Appointment to a place on the white space and observe what rule violations are displayed.**

Answer: D

Explanation:

This is the standard troubleshooting procedure for "Why wasn't this scheduled?".

- * Option A is correct. If there is white space, but the optimizer didn't use it, there is likely a Rule Violation (Hard Constraint) preventing it (e.g., The resource is missing a Skill, the Territory doesn't match, or the Travel Time is too long). Manually dragging the appointment to that specific spot on the Gantt triggers the rule validation logic, and the console will pop up a "Rule Violation" message telling you exactly which rule failed (e.g., "Match Skills Rule Violation").
- * Option B helps find valid slots, but it doesn't explain why the current white space is invalid.
- * Option C addresses scoring (Objectives), not hard constraints (Rules). If there was space, the objectives would just give it a low score, not prevent scheduling entirely (unless the score was 0, but Rule Violations are the more common culprit for unscheduled work).

NEW QUESTION # 46

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