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Final Exam Outline
AP 209
Chapters: 1-6, 9, 11-15, 16-19, 21-27

Note: Your Final Exam is comprehensive. Please **add your Exam 2 – Midterm outline to this outline for completeness.**

Chapter 16:

- Know and understand all of the terminology of the chapter
- Review and explain the similarities and differences between the nervous and endocrine systems; classifications of hormones; effects on target cells; and explain the glands, their hormones they secrete and the functions of those hormones (Modules 16.1 through 16.12)
- Explain diabetes mellitus, physiological responses caused by hormones, stress response, and disorders (Modules 16.13 through 16.18)

Chapter 17:

- Know and understand all of the terminology of the chapter
- Review and explain the basics of blood, especially the formed elements (Modules 17.5, 17.6, and 17.9)
- Explain hemostasis and disorders (Modules 17.10 and 17.11)

Chapter 18:

- Know and understand all of the terminology of the chapter
- Review and explain the basics of the anatomy and function of the heart (Modules 18.3 through 18.7)
- Explain the cardiac cycle, cardiac muscle contractions, autonomic activity of the heart, cardiac output – including heart rate and stroke volume, ECG, and disease (Modules 18.8, and 18.10 through 18.16)

Chapter 19:

- Know and understand all of the terminology of the chapter
- Explain pressure, resistance, and venous return and how they affect cardiac output; capillary bed and hydrostatic pressure vs. osmotic pressure; cardiovascular regulatory mechanisms; cardiovascular system and exercise; fetal circulation; and disorders (Modules 19.5 through 19.13, and 19.24)

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Overall we can say that Advanced Field Service Accredited Professional; AP-209 certification can provide you with several benefits that can assist you to advance your career and achieve your professional goals. Are you ready to gain all these personal and professional benefits? Looking for a sample, is smart and quick for Salesforce AP-209 Exam Dumps preparation? If your answer is yes then you do not need to go anywhere, just download Actual4Cert AP-209 Questions and start Salesforce AP-209 exam preparation with complete peace of mind and satisfaction.

Salesforce AP-209 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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	• 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	• 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.

Salesforce Advanced Field Service Accredited Professional Sample Questions (Q25-Q30):

NEW QUESTION # 25

Universal Containers (UC) outsources all maintenance work to contractors, based on a contract that is renewed on a yearly basis. When a contract is terminated, UC would like to ensure that new maintenance Work Orders will not be scheduled for the terminated contractor.

Which two steps should an admin take to ensure their requirements are met?

- A. Deactivate the Service Resource
- B. Delete the Service Resource
- C. Add the 'Excluded Resources' Work Rule to the Scheduling Policies
- D. Add the 'Active Resources' Work Rule to the Scheduling Policies

Answer: A,D

Explanation:
To stop a resource from receiving work, you must mark them as inactive and ensure the scheduling engine respects that status.
* Option C is correct:Deactivating the Service Resource(unchecking the "Active" checkbox on the record) is the standard way to "fire" or terminate a resource. It preserves history but flags them as no longer working7.
* Option A is correct:You must ensure yourScheduling Policyincludes theActive ResourcesWork Rule8. This rule explicitly tells the optimization engine: "Do not assign appointments to any resource where Active = False." Without this rule, the engine might still technically assign work to an inactive record if no other constraints block it.
* Option B(Delete) is bad practice (data loss).
* Option D(Excluded Resources) is for specificjob-by-jobexclusions (e.g., "Don't send Bob to this specific customer"), not for global termination.

NEW QUESTION # 26

Universal Containers services customers in the public sector. When technicians are needed for repair jobs in government buildings, it is crucial that only technicians with the relevant security badge are selected for the job.

Which two configuration options can a consultant recommend to achieve the business requirement?

- A. Create an Apex Trigger that deletes 'Assigned Resources' that are not defined as 'Required Resources' for the Account
- B. Include the 'Extended Match' Work Rule in the relevant Scheduling Policies
- C. Include the 'Match Boolean' Work Rule in the relevant Scheduling Policies
- D. Use time-phased skills in order to ensure that only resources with security badges can perform the job
- E. Create 'Resource Preferences' of Type 'Required' for Accounts that require specific Service Resources

Answer: B,C

Explanation:
To filter resources based on strict criteria (like security clearance), you use Work Rules (Hard Constraints).
* Option B is correct (Match Boolean):This is a simple, effective method for binary requirements. You place a checkbox on the Service Appointment (e.g., "Requires Security Badge") and a corresponding checkbox on the Service Resource (e.g., "Has Security

Badge"). TheMatch BooleanWork Rule enforces that if the Appointment is checked, the Resourcemustalso be checked.
* Option E is correct (Extended Match):If the requirement is more complex (e.g., matching a specific typeorlevelof badge),
theExtended MatchWork Rule is best. It allows you to match a field on the Service Appointment (or Work Order) to a related list
or field on the Service Resource. For example, matching the "Badge Type" required by the Government Account to the "Badge
Type" held by the Resource.
* Note: While Skills (Option C) are also commonly used for this, the question specifically points toward Work Rule configurations
(Boolean/Extended) often used for strict compliance attributes.

NEW QUESTION # 27
What is the best practice to upload a photo that is taken by the mobile worker to a Work Order? (Choose 2 options)

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

Answer: B,C

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 aFlowwith theFile 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 configureQuick 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 # 28
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. Service Resources cannot be assigned to more than one Service Territory
- C. 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
- D. 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

Answer: C

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 # 29
Out of the below options, which three questions should a consultant typically ask during the first day of an initial implementation?

- A. What Service Objectives and what should their corresponding weights be within the different Scheduling Policies?
- 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 are the different types of services provided to customers? What are the skills required and the estimated duration?
- E. What needs to be synced with Salesforce? What integration is needed with external apps?

Answer: B,D,E

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:DefiningIntegrationpoints (ERP, HR, Inventory) is a foundational requirement that dictates the project scope and data strategy.
* D is correct:Defining theWork(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 theTerritory Structure(Business Units) sets up the security model, sharing settings, and resource organization.
* Options B and Care incorrect for thefirst daybecause 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 # 30
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