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## Marvelous AP-209 Exam Questions: Advanced Field Service Accredited Professional Demonstrate Latest Training Quiz - RealValidExam

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## Salesforce AP-209 Exam Syllabus Topics:

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

## Salesforce Advanced Field Service Accredited Professional Sample Questions (Q23-Q28):

### NEW QUESTION # 23

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

**Answer: A**

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 # 24

Universal Containers installers are required to complete a standardized quality checklist that includes data inputs as well as capturing some pictures of the completed installation.

How should a Field Service consultant set up the mobile experience for those installers?

- A. Give complete edit access to the mobile app so the installers have the flexibility to update what they need
- B. Use 'Deep Linking' in order to achieve this requirement
- **C. Leverage 'Work Plans' and a flow to launch from a 'Work Step'**
- D. Create fields on the Service Appointment and create a Service Appointment 'Record Update' action for the quality check items and leverage 'Chatter' to post images

**Answer: C**

Explanation:

This scenario describes a structured process with validation (Checklist + Data + Images).

\* Option A is correct. Work Plans are the standard, modern feature for checklists in Salesforce Field Service. A Work Plan consists of "Work Steps." These steps can be linked to a Flow, which provides a user-friendly wizard to capture specific data inputs and upload images in a structured way.

\* Option B is the legacy method. Adding fields directly to the Service Appointment creates clutter and doesn't offer a step-by-step "Checklist" experience.

\* Option C is a security risk (too much access) and provides no process guidance.

\* Option D (Deep Linking) is used to jump out of the app to another app, which is not needed here since SFS can handle flows natively.

## NEW QUESTION # 25

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. What are the different types of services provided to customers? What are the skills required and the estimated duration?**
- 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. How are the different business units set up? Geographical/ functional/ both?**

**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: 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 # 26

A dispatcher notices that the Service Territory schedule for the next week is full with routine maintenance appointments, while there are several urgent repair jobs still waiting to be scheduled in the appointment list.

Which three actions should the dispatcher take to schedule the urgent repair jobs?

- A. Invoke 'Resource Schedule Optimization' for each Service Resource in the Service Territory
- **B. Check the 'Scheduling Priority' of the repair and maintenance Service Appointments**
- **C. Ensure that the maintenance Service Appointments are not 'Pinned' and can be rescheduled**
- D. Manually update the 'Assigned Resource' on each of the urgent repairs
- **E. Use 'Global Optimization' to optimize the territory schedule for the next week**

**Answer: B,C,E**

Explanation:

The goal is to fit high-priority work into a schedule already filled with low-priority work.

\* Option B is correct. The system must know that the Repair jobs are more important than the Maintenance jobs. This is handled by the Scheduling Priority field (used in the optimization logic to decide which job to drop if there is a conflict) or the Priority field mapped to Service Objectives.

\* Option C is correct. Global Optimization is the best tool here. It will look at the entire week, see the high-priority unscheduled jobs,

and the low-priority scheduled jobs. It will then un-schedule or move the maintenance jobs to make room for the urgent repairs.

\* Option D is correct. For Optimization to work, the existing maintenance appointments must not be Pinned. If they are pinned, the optimizer treats them as immovable rock, and it won't be able to free up the time needed for the repairs.

\* Option A (Manual assignment) is inefficient and risky (could double-book). Option E (Resource Schedule Optimization) optimizes one person at a time; Global Optimization is better suited for balancing the load across the whole territory.

### NEW QUESTION # 27

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 and use 'Schedule Over Lower Priority' to allow for overbooking 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
- 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: C,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 # 28

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