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## Salesforce AP-209 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>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.</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>Assets: This domain examines asset architecture including hierarchies and relationships, and strategies for tracking and managing customer assets throughout their lifecycle.</li></ul>

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## Salesforce Advanced Field Service Accredited Professional Sample Questions (Q49-Q54):

### NEW QUESTION # 49

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

**Answer: A,C**

Explanation:

Asset replacement and history in Salesforce are tracked using the Asset Relationship object.

\* Options A and B are correct. The Asset Relationship object 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 replaced this asset (Option A).

\* Backward: See the old asset that this asset 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 # 50

A customer wants to collect a mobile worker's geolocation history in the Field Service Mobile App only for some of the resources, while for others, they want this option to be disabled.

How can a consultant implement this requirement?

- A. Create two 'Field Service Mobile Settings' records and assign it to the relevant profiles, one with the 'Collect Service Resource Geolocation History' set to 'True' and the other set to 'False'
- B. Under the 'Field Service Settings', go to the 'Mobile App Configuration' tab and select which users should be included in the geolocation collection process
- C. Under the 'Field Service Mobile Settings', set the 'Collect Service Resource Geolocation History' to 'True'
- D. Under the 'Field Service Settings', go to the 'Mobile App Configuration' tab and select which profiles should be included in the geolocation collection process

**Answer: A**

Explanation:

The Field Service Mobile Settings configuration controls the behavior of the mobile app (branding, location tracking, flows, etc.).

\* Option D is correct. To apply different settings to different groups of users, you must create multiple Field Service Mobile Settings records. You assign these settings records to specific User Profiles.

\* You would create one settings record with "Collect Service Resource Geolocation History" enabled (for the tracked users).

\* You would create a second settings record with it disabled (for the untracked users).

\* You then map the relevant Profiles to the appropriate Settings record.

\* Options A, B, and C imply global settings or non-existent tabs ("Mobile App Configuration" tab where you select users/profiles directly doesn't exist in the global settings in this manner; it is done via the specific Mobile Settings object assignments).

### NEW QUESTION # 51

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. Delete the Service Resource
- B. Deactivate 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: B,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 working.

\* Option A is correct: You must ensure your Scheduling Policy includes the Active Resources Work Rule. 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 specific job-by-job exclusions (e.g., "Don't send Bob to this specific customer"), not for global termination.

## NEW QUESTION # 52

A Customer is outsourcing some of the maintenance work to third-party contractors (named contractors, not capacity based).

Unlike internal employees who have consistent working hours (Mon-Fri, 8 am-5 pm), contractors' working hours vary from day to day.

The internal employees' availability is set with Operating Hours, while the contractors' availability is set with Shifts on top of these Operating Hours. As a result, on days where the contractor's workday ends at 4 pm, for some reason the contractors still show up as valid candidates for a visit scheduled to end at 5 pm.

What should a consultant change to prevent such behavior?

- A. Create an 'Operating Hours' record with no time slots and assign it to the contractors through the STM (Service Territory Member) record. That will override the Territory's regular 'Operating Hours' and the contractor's availability will be derived only from Shifts
- B. Set the contractors as a 'Capacity Based' resources and limit their working hours per day
- C. Change the current 'Operating Hours' assigned to everyone to end at 4 pm (instead of 5 pm) and set the 4 pm till 5 pm availability using Shifts
- D. Instead of using Shifts, create multiple 'Operating Hours' records and assign each record to the contractor STM (Service Territory Member) and change on a daily basis

**Answer: A**

Explanation:

This issue arises because Salesforce Field Service calculates availability by combining Operating Hours AND Shifts. If a user has Operating Hours of 9-5, they are fundamentally "Available" during that time. A Shift is typically used to add or extend availability (or define it if using specific settings), but standard Operating Hours often take precedence as the "Base."

\* Option A is correct. To have a resource's availability defined exclusively by variable Shifts, the best practice is to assign them a "Shell" or "Empty" Operating Hours record (one with zero time slots defined). With no base hours, the system looks only to the Shifts to determine when the resource is working. This ensures that if a Shift ends at 4 PM, the resource is truly unavailable at 5 PM.

\* Option B is administratively impossible (you cannot automate changing the STM Operating Hours record lookup daily without complex custom code, and it's not a standard practice).

## NEW QUESTION # 53

A customer doesn't want contractors to be considered in optimization runs.

How can a consultant implement this requirement?

- A. Create 'Match Boolean' Work Rule and include it in the Scheduling Policy
- B. Create 'Extended Match' Work Rule and include it in the Scheduling Policy
- C. Create 'Match Field' Work Rule and include it in the Scheduling Policy
- D. Create 'Count Rule' Work Rule and include it in the Scheduling Policy

**Answer: A**

Explanation:

To exclude a specific subset of resources from being scheduled by the optimization engine, you use a Hard Constraint Work Rule.

\* Option D is correct. The Match Boolean Work Rule is designed to filter resources based on a checkbox (Boolean) field.

\* You would create a custom checkbox on the Service Resource object (e.g., Is\_Contractor\_\_c).

\* You configure the Match Boolean rule in the Scheduling Policy to enforce that Is\_Contractor\_\_c must be False.

\* When optimization runs, any resource where Is\_Contractor\_\_c = True fails the rule and is completely ignored/excluded from the schedule calculation.

\* Option A (Count Rule) limits volume, it doesn't exclude.

\* Options B and C (Match Field/Extended Match) match properties between the Job and the Resource (e.g., Skill or Location matching), which is not the same as a blanket exclusion of a resource type.

## NEW QUESTION # 54

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